

## Lead Ticketing Specialist

### Position Summary

Lead Ticketing specialists are positive, energetic, outgoing, and disciplined individuals who maximize sales and provide best-in-class customer service to our patrons during all ticketing and donation transactions, as well as general inquiries. Lead Ticketing specialists serve as the “Go To” person for ticketing specialists’ basic questions and concerns. As front-line staff, lead ticketing specialists interact with a wide range of patrons and represent the primary point of contact between patrons and the DSO.

### Specific Duties and Responsibilities

- Responds to all emails sent to the [tickets@dso.org](mailto:tickets@dso.org) email account each day scheduled
- Coordinate and maintain communication about ticketing needs with Education Department for ECS concerts, CYE concerts, and all special events that occur with ticketing distribution with Education
- Serve as Manager on Duty when Manager and Assistant Manager are away from the office. This includes responding to customer service issues, alerting the appropriate departments of Tessitura irregularities, attending departmental meetings, attending to concert specific requests, and reinforcing GPKP daily
- Develop and share sales and incentive offers with the Manager and Assistant Manager on a regular basis
- Take initiative to lead and coordinate new projects
- Monitor staff attendance and training issues and alert the Manager and Assistant Manager regularly of non-compliance
- Take initiative to coordinate and maintain seasonal hour changes, FAQ, directions, and other important policy updates with Director and/or Coordinator of Digital Media
- Be knowledgeable on all new and modified offers to the general public
- Inform staff of all new and modified offers via staff emails, binders, and verbal communication
- Make sure all work stations are set-up properly, open, and clean
- Write projects needing to be done on the Project Board and assign as needed
- Monitor work flow at all work stations and re-direct staff as necessary
- Ensure each station’s staff is aware of specific job duties related to that station
- Ensure office is secure and locked nightly
- Expectation that projects get done, patrons are happy, upselling is a priority, and seating makes the hall look full
- Other duties as assigned

### **Authorizations**

- Send staff home or call staff in as necessary
- Refund parking and web duplicate orders
- Offer donations, drink tickets, exchanges, waived fees, and gift certificates as options in lieu of ticket refunds for patron issues
- Contact IT and Digital/Web Media to resolve any technical issues
- Authorized to pull comps for Advancement, Artistic, and Marketing as needed
- CONCERT ONLY: Print House Map for Front of House Manager
- CONCERT ONLY: Work with Front of House Manager to resolve ticketing and seating issues
- CONCERT ONLY: Make sure Wheelchair Pulls have been completed on Main Floor A for webcasts
- Give staff cash banks
- Sign off on all income; count and return all banks to the safe and close safe tightly and securely

### **Personal Attributes and Competencies**

- High energy with a positive attitude and ability to provide impeccable customer service.
- Strong leadership and management skills with a proven record of achieving goals and project management.
- Sensitive to the needs of individuals and able to maneuver within multiple departments and with patrons from all backgrounds.
- Ability to work well under pressure; persistence, perseverance, tenacity, integrity and patience.
- Work independently and within team settings.
- Technologically savvy: Microsoft Office, Outlook, and CRM database are used heavily within this position. Knowledge of Tessitura and/or classical music a plus.