

# Wallis Annenberg Center for the Performing Arts

## Assistant Ticket Services Manager

### ABOUT US

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The mission of the Wallis Annenberg Center for the Performing Arts (“The Wallis”) is to create, present, and celebrate unique performing arts events and educational programs that reflect the rich cultural diversity of our community.

Since opening its doors in October 2013, The Wallis has produced or presented more than 150 dance, theatre, opera, classical music and family programs. The Wallis brings audiences world-class theater, dance and music, performed by many of the world's most talented and sought-after artists. Featuring eclectic programming that mirrors the diverse landscape of Los Angeles and its notability as the entertainment capital of the world, The Wallis offers original and revered works from across the U.S. and around the globe. To learn more about us, please visit our website at: <http://thewallis.org>

### ABOUT THE JOB

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Reporting to the General Manager, the Assistant Ticket Services Manager assists with the overall day-to-day operations of Ticket Services representing The Wallis to a broad subscriber, donor and single ticket patron base, upholding a high level of customer service ensuring a high-quality experience for all patrons and customers.

If you can demonstrate strong customer service and computer skills and the ability to interact with a broad range of constituents, we want to hear from you! The ideal candidate is team oriented professional with strong time management, organizational, communication and leadership skills, able to respond openly to direction and work well in a highly collaborative environment.

### WHAT YOU'LL DO

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#### **Ticketing:**

- Assist in the management and administrative oversight of Ticket Services for The Wallis, including the supervision of 5 to 7 year round Ticket Services Associates.
- Supervise the processing of large volume of ticket sales, exchanges, donations, counter transactions, fax and mail orders.
- In collaboration with the General Manager control venue ticket inventory, including the assignment and release of seat status codes.
- Responsible for performance, package and season builds in Tessitura.
- Provide correct and efficient operation of the Tessitura ticketing system, ticket printers, scanners, TNEW and the box office telephone system.
- Curtain preparation and closing procedures as well as “Will Call” execution and problem solving.
- Other duties, functions and special projects as assigned.

#### **Administration:**

- Maintain constantly updated promotional and performance scheduling information.
- Prioritize tasks and assure efficient work flow among associates.
- Assist with general accounting, including settlements for shows, reconciliation, performance wraps, and daily wraps.
- Telephone customers to resolve queries and update customer records.

**Customer Service:**

- Patiently and graciously resolve patron complaints with positive and accurate information.
- Represent The Wallis to the public, business contacts, and visiting companies with cordial professionalism.
- Manage escalated and unresolved customer inquiries and issues, including payment and chargebacks.

**EDUCATION, EXPERIENCE AND SKILL REQUIREMENTS**

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- Minimum 3-4 years of previous ticketing operations, customer service and management experience.
- Familiarity with integrated ticketing/patron systems (Tessitura preferred).
- Proficiency in Microsoft Office Suite (in particular intermediate Excel skills). Additional familiarity with Google Docs and Apps.
- Must be a self-starter and able to handle a multitude of situations and challenges on a day-to-day basis with the ability to work under pressure in a fast paced environment.
- Possess excellent skills in customer relations, co-worker communication and problem solving.
- Demonstrated ability to work well with people of diverse backgrounds.
- Supervisory experience desired.
- Degree or certificate in theater arts or related field preferred
- Previous experience in theater arts organization desired
- Hours worked include evenings, weekends and holidays as production schedules require.

**BENEFITS**

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This is a full-time position with 100% paid medical benefits, including dental, vision and life insurance (\$25,000) for the employee, paid vacation, personal and sick days, 401k and paid parking. Complimentary tickets are occasionally available for some events or productions at The Wallis.

**HOW TO APPLY**

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Please email resumes to [jobs@thewallis.org](mailto:jobs@thewallis.org) and include Assistant Ticket Services Manager in the subject line. **No phone calls please.**

The Wallis Annenberg Center for the Performing Arts is an Equal Opportunity Employer committed to diversity and encourages applicants of any age, national origin, race, ethnicity, religion, sexual orientation, political affiliation, or gender.