

# Wallis Annenberg Center for the Performing Arts

## TICKET SERVICES COORDINATOR

### 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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You will work closely with the Assistant Ticket Services Manager in coordinating the day-to-day box office activities associated with selling tickets, ensuring data accuracy, and superior customer service. Additionally, assist in supervising front line staff to ensure the efficiency of workflow.

If you are forward-thinking, committed, innovative, motivated and resourceful with a passion for the arts, and thrive in a fast passed environment, this is the opportunity for you!

### WHAT YOU’LL DO

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- Function as a front and back line lead by assisting the Assistant Ticket Services Manager and Ticket Services Associate staff with resolving issues and troubleshooting.
- Coordinate daily and pre-performance setup, will call, day of show, and daily ticket batch printing.
- Post, maintain, add, or releases ticket inventory and/or seat holds for third-party vendors and The Wallis staff as directed.
- Assist patrons, subscribers, donors, single ticket buyers, groups and others with the purchasing of tickets and subscriptions via phone, mail and online.
- Work closely with management to execute accurate management of the Tessitura ticketing system, ensuring the integrity of the customer data through daily updates, reporting, and corrections.
- Coordinate subscription renewal processing and mailing campaigns.
- Maintain supplies and order materials as needed.
- Research customer service issues, participate in department initiatives and perform other duties as assigned.
- Pull lists for mailing and e-communications.
- General clerical duties including filing, photocopying, faxing, emailing, and mailing.
- Telephone patrons to resolve queries, updating patron records, and data collection and entry.
- Assist with comp ticket fulfillment and act as the liaison to the Education and Community Outreach Departments.
- Assist in supervising Ticket Services Associates with particular front line responsibilities.
- Serve in rotation with the Assistant Ticket Services Manager as event Supervisor on Duty.

## **EDUCATION, EXPERIENCE AND SKILL REQUIREMENTS**

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- 1-2 years experience preferably in ticketing or combination of education and experience.
- Previous customer service and Tessitura experience and/or intermediate knowledge of computerized ticketing/CRM software preferred.
- Superior interpersonal skills, communicate effectively with co-workers, guests, and clients with the ability to interact positively with diverse groups.
- Able to work calmly under tight deadlines and respond gracefully to high-pressure situations; show initiative and plan ahead.
- Must be able to work well in a collaborative environment.
- Strong communication skills, both written and verbal are required.
- Familiarity with Microsoft Office Suite with particular proficiency in Excel preferred as well as familiarity with Google Docs, Forms and Apps.
- Must be a self-starter and able to handle a multitude of situations and challenges on a day-to-day basis along with managing multiple tasks simultaneously.
- Hours will include evenings, weekends and holidays as production schedules require.
- Ability to accurately enter data and concentrate for long periods into a CRM system.
- Degree or certificate in theater arts or related field preferred
- Previous experience in theater arts organization desired

## **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 resume and three references to [mwiesel@thewallis.org](mailto:mwiesel@thewallis.org) and include Ticket Services Coordinator 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.