

# 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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The Assistant Ticket Services Manager Assists the General Manager in managing the overall day-to-day operations of Ticket Services. This is a Supervisory position, which gives direction to Ticket Associates on a regular and consistent basis, evaluates job performance, makes recommendations for discipline as needed based on supervisory observation, acts as the “Manager on Duty” for the box office on a regular basis. Requires strong customer service and computer skills, must be able to interact with a broad range of constituents. The ideal candidate must be team oriented, have strong time management, organizational, communication and leadership skills while being able to accept and respond openly to direction and work well in a highly collaborative environment.

The Wallis provides a dynamic working environment, one in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of duties. Hours worked include evenings, weekends and holidays as production schedules require. Cross-training, support and collaboration is expected in all areas.

We strive to create a positive environment for everyone, a place where staff can learn, grow and thrive, moving ahead in collaboration and with creativity.

### 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 Ticket Services Associates. Supervisory responsibilities include: Give direction to Ticket Associates, evaluate job performance, provide coaching and make recommendations for discipline, as needed, based on supervisory observation of Ticket Associates, act as “Manager on Duty” for the box office on a frequent basis;
- Supervises the processing of a large volume of ticket sales, exchanges, donations, counter transactions, fax and mail orders;
- In collaboration with the General Manager controls venue ticket inventory, including the assignment and release of seat status codes and participates in audits;
- Responsible for performance, package and season builds in Tessitura;
- Ensure a high-quality experience for all patrons and customers;

- Provide correct and efficient operation of the Tessitura ticketing system, ticket printers, scanners, TNEW and the box office telephone system;
- Adhere to box office policies, etiquette and procedures relating to ticket sales;
- Process orders (only as needed) via mail, telephone, internet, group sales, and reservations, as well as in-person counter sales, 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, such as settlements for shows, reconciliation, performance wraps, and daily wraps. Pull reports from the ticketing system as needed;
- Other administrative duties include telephoning customers to resolve queries, updating customer records, as well as general data entry in Tessitura.

#### **Customer Service:**

- Represent The Wallis and its policies to a broad subscriber, donor and single ticket patron base, upholding a high level of customer service;
- Manages and exercises good judgement in the resolution of patron complaints;
- Represent The Wallis to the public, business contacts, and visiting companies with cordial professionalism;
- Provide positive and accurate information and assistance in response to inquiries;
- Handle escalated and unresolved customer inquiries and issues, including payment issues and chargebacks.

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

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- Minimum 2-3 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, G Suite 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.
- Post-secondary education – diploma or certificate. Major course work or related experience in theater arts or related field preferred.

### **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.