

Wallis Annenberg Center for the Performing Arts

TICKET OPERATIONS SPECIALIST

ABOUT US

The Wallis Annenberg Center for the Performing Arts ("The Wallis") mission 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 world's entertainment capital, 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

You will work closely with the Assistant Ticket Services Manager and General Manager in coordinating the day-to-day box office activities associated with selling tickets, office operations, 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-paced environment, this is the opportunity for you!

WHAT YOU'LL DO

- Function as a front and backline lead by assisting Ticket Services Associates with resolving issues and troubleshooting Tessitura and other box office systems;
- Coordinate daily for pre-performance setup will call, day of the show, and everyday ticket batch printing;
- Post, maintain, add, or release 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 data management of the Tessitura ticketing system, ensuring the integrity and accuracy of the customer data through daily updates, reporting, and corrections;
- Coordinate subscription renewal processing and mailing campaigns;
- Regularly check inventory and maintain par levels of necessary supplies, ordering materials as needed;
- Research customer service issues, participate in department initiatives, and perform other customer-service related duties as assigned;
- Pull reports and create lists from the database for mailing and e-communications. Create mail merges and address labels for mailings;
- General clerical duties including filing, photocopying, check requests, faxing, emailing, printing and mailings;
- Telephone patrons to resolve queries, updating patron records, and data collection and entry in an engaging and patron-focused manner, creating a positive customer experience;
- Assist with comp ticket fulfillment as directed 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

- 1-2 years experience preferably in ticketing or a 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

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

Please email resume to jobs@thewallis.org and include **Ticket Operations Specialist** 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.