



Education and Group Sales Ticketing Associate (Part-Time)

The American Theatre Guild is a 501(c)(3) organization and the largest not-for-profit touring Broadway Presenter in the nation. We support Broadway seasons in several markets across the US. Our mission is key to what drives our organization, we are dedicated to providing the experience of live theatre to foster passion, inspire creativity and empower youth within our communities.

Summary:

This position provides fulfillment and customer support to Senior Director of Development and Community Relations, STF Education and Group Sales team members.

Job Duties:

- Support the Group Sales team to execute and achieve sales goals
- Confidently provide excellent customer service, including calling group leaders and creating email correspondence
- Create group invoices
- Gain an understanding of the fulfillment ticketing processes and systems
- Receive and fulfill group orders, print, and mail tickets
- Assist with the maintenance of detailed group sales and STF education reports
- Work with ATGuild and local box offices to reserve tickets and conclude sales transactions
- Collaborate with other departments to enhance sales and contribute to the cross functional team atmosphere
- Collaborate with leadership and team members to support and elevate our mission through community outreach efforts
- Assist with planning and supporting group events
- Assist with additional duties, special projects, and group events as assigned by the Group Sales Supervisor and or Sr. Director of Development and Community Relations

Requirements:

- Associate or Bachelor degree preferred or equivalent experience
- Two or more years of customer service related experience

Knowledge, Skills and Abilities:

- Experience working with Archtics software preferred
- Ability to work independently
- Able to multitask on various tasks or projects and meet strict deadlines
- Able to operate in a fast-paced dynamic environment

- Proficient in Google Drive and all Microsoft 365 products including Excel, Word, Outlook, etc.
- Keen attention to accuracy and detail
- Good verbal and written communication skills
- Able to maintain confidentiality
- Excellent organization and record keeping skills
- Excellent critical thinking and problem solving skills
- Has a conducive work environment at home including home office, reduced noise level.

Working Conditions & Physical Demands:

- The employee is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard for up to 8 hours a day.
- The employee is often required to stand, walk, reach with arms and hands, climb or balance, and to stoop, crawl, kneel, or crouch.
- This position requires working indoors with controllable environmental conditions and temperature.
- This position requires the employee to talk and hear. Requires face-to-face discussions with individuals and teams, opportunity to make decisions without supervision, mistakes are not easily correctable and have serious consequences that impact the results of co-workers, customers or the company.
- Vision abilities required by this job include close vision.
- Employee will spend prolonged hours in front of computer screens.

DISCLAIMER: This job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position, and in no way states or implies that these are the only duties to be performed by the employee occupying this position. These duties are subject to change at the discretion of Management. Employees will be required to follow and perform any other job-related instructions and duties in compliance with Federal and State Laws. All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.