



Full-Time Ticketing & Box Office Associate

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 of ticketing and customer support to Senior Director of Ticketing and Senior Box Office & Production Manager. Supports the Ticketing Team & Patron Services Team to execute and achieve sales goals and yearly KPIs.

Job Duties:

- Assists and supports Ticketing team and Patron Services team, to execute and achieve sales goals and yearly KPIs.
- Confidently provides excellent customer service, this may include calling subscribers, special donors or club members, and group leaders along with email correspondence to those, as necessary.
- Assists Ticketing team and Patron Services team in Email and Auto Call information and proofing.
- Learns ticketing and patron service procedures and processes.
- Assists/Leads Preferred Seat License Members (PSL) for Lubbock, working with the LEPPA team and venue and improving the relationship with the donors, venue and ATGuild.
- Leads Comp Ticket Requests for staff, venue, sponsorship, and company requests, providing trackers and show specific Comp Reports for all shows.
- Assists Ticketing Team in all spit-ticketing markets (Lubbock, South Bend, Toledo and Wichita), sending Inventory to open, Ticketing QA of those markets, and assisting in box office needs, sending Seats Sold and Will Call Lists for all shows.
- Maintains, proofs, and assists detailed group sales and STF education reports.
- Coordinates with Groups Team to reserve tickets and process Group sales transactions, assist in invoices and printing of Group orders.
- Assists with Patron Service Call Lists for Subscribers and Groups as needed.
- Collaborates with other departments to enhance sales. Contribute to the cross functional team atmosphere. Collaborate with leadership and team members to support and elevate our mission, through community outreach efforts.
- Assists on special projects as needed for the Ticketing, Patron Services and Group Department/Teams as needed, to include working the Box Office during Kansas City events at the Music Hall and Kauffman Center of the Performing Arts.
- Other related tasks as assigned by the Senior Director of Ticketing & Senior Box Office & Production Manager.

Requirements:

- Associate's or Bachelor's degree preferred.
- 2+ years of ticketing and/or customer service related experience.
- Experience working with Archtics software preferred.
- Capable of working under light supervision.
- Able to multitask on various tasks or projects and meet strict deadlines.
- Able to operate in a fast-paced dynamic environment.
- Proficiency operating a computer. Able to learn computer software to operate phone calls and proficiently perform duties in a remote (or office) work environment. Proficient keyboarding skills.
- Basic understanding of Google Suite.
- Strong knowledge of Microsoft Office products (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.
- Willingness to take direction from superiors.
- Hybrid work experience – working a combination of in the office 1-2 days a week and at home. Home office, reduced noise level.
- Friendly and able to work with the public.