



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 fourteen markets. 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.

Senior Ticketing Coordinator Job Duties

- Coordinates ticketing operations for ATGuild contracted events at ATGuild partner venues, including box office operations, planning, and implementation of ticket sales processes, with the Director of Ticketing.
- Manages, tracks, and communicates Inventory and Holds for split ticketing markets, ensuring that tickets are available for single ticket sales and Season Member exchanges/additionals for each event.
- Coordinates assigned event ticketing information from start to finish in respect of a timeline needed for success and priority. Including but not limited to the build of events, ticket types, and box office documents through multiple ticketing systems.
- Helps maintain and report on box office statements, sales reports, including opens, wraps (daily ticket counts), group sales commissions, Broadway League reports, and other forms as requested or needed.
- Manages, tracks and updates Box Office Statement and T1 tabs on presentation templates are accurate and ready for use before shows open when assigned.
- Manages and tracks all comp request needs for select box offices/events and ensure a list of complimentary tickets by performance and location is maintained, ready and accessible by the engagement in select markets.
- Tracks and updates mobile ticketing usage and shows attendance for all shows.
- Works with the Director of Ticketing to maintain and nurture proper relations with select venues, vendors, and partner contacts.
- Assists with various tasks and policy regarding venue box office and/or ticket sales agencies, such as reporting and meetings. Update information on ticket policies, prepare, maintain, and distribute form T1s as assigned. Maintain box office and ticketing links to box office and/or ticketing systems for ATGuild website liaison; keep data up to date, make additions and deletions as needed.
- Assists with Accessible, Hearing and Visually Impaired seating requests, working with the venue and Patron Service team to seat and assist patrons with accessible requests and accommodations.
- Assists with creation and proofing of ticketing details contained in marketing materials including ticket prices, show times, dates, venues, etc.
- Assists with facilitating and scheduling monthly meetings.
- Maintains and communicates ticketing holds for each market and all ATGuild shows.

- Collaborate with several departments to create exceptional customer service and market our shows. Truly an all-around team player.
- General sales staff duties as needed in team support. Including data entry, ticket order taking, answering customer calls during overload periods.
- Other related duties as assigned to support ATGuild.

Basic Requirements:

- One more years' experience with ticketing system (ie Archtics, Ticketmaster, TM1 and Host preferred)
- Ability to work daytime hours in addition to nights, weekends, and occasional holidays, as needed, for events
- The position is remote, but selected candidate must be local to Kansas City, Missouri area, as working the box office is a requirement of this position

Preferred Requirements:

- One or more years ticketing experience

Knowledge, Skills and Abilities:

- Ability to multi-task and learn quickly in a fast-paced environment
- Exceptional organizational skills
- Proficient in Microsoft Office applications (Outlook, Word, Excel)
- Proficient with Google Docs
- Excellent written and verbal communication skills
- Proactive and innovative
- Task and goal driven
- Effectively communicate with cross-functional departments
- High level of accuracy, meeting strict deadlines, and working with others in a group or team
- Ability to think creatively and problem solve
- Ability to learn computer software to operate phone calls and proficiently perform duties in a remote (or office) work environment
- Ability to multi-task
- Ability to work independently
- Proficient keyboarding skills

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 condition 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.

Benefits Include: PTO days, paid holidays, parental leave, SIMPLE IRA contributions and generous employer contributions to health, dental, and vision insurance premiums.

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.