



Group Sales 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 and customer support to Associate Vice President of Development and Community Relations, STF Education and Group Sales team members.

Job Duties:

- Assist with the planning and execution of group sales events leading to the achievement of group sales goals.
- Support planning and group sales of Staging the Future events.
- Collaborate with key departments to enhance sales.
- Establish relationships with key contacts and patrons and provide excellent customer service.
- Establish and maintain detailed group database
- Manage daily invoices, calls, and email correspondence
- Receive and fulfill group and corporate bundled perks orders, respond to inquiries, forward information to group reps, distribute tickets, etc.
- Assist with research, group/organization prospecting and community outreach.
- Collaborate with leadership and team members to support and elevate the mission, through community outreach efforts.
- Work with ATGuild and local box offices to reserve tickets and conclude sales transactions.
- Other related tasks as assigned by the Group Sales Leadership.

Basic Requirements:

- Two or more years sales and/or customer service experience

Preferred Requirements:

- Proficiency with ticketing systems, preferably Architics, and box office operations
- Community engagement and education experience within the performing arts industry

Knowledge, Skills and Abilities:

- Strong ability to take initiative
- Strong organizational and time management skills
- Love of fast moving environment
- Ability to establish and maintain relationships
- Ability to prospect outbound sales opportunities

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.
- 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.
- Employees will spend prolonged hours in front of computer screens.

FLSA: Non-Exempt

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.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature

Employee Name

Date

