

THE LAGUNA PLAYHOUSE – Ticketing Services Senior Manager



Reports to:	CFO/CTO
Position Status:	Full time, Regular, Non-Exempt
Salary: Benefits:	\$60,000 or Commensurate with Experience
Application:	Medical & Dental (Shared Expense); 401K; Paid Vacation & Sick Leave; Paid Holidays Cover letter must accompany resume submission

About Us: Laguna Playhouse, a nationally acclaimed, non-profit, professional theatre located steps away from the Pacific Ocean in the charming arts colony of Laguna Beach, CA seeks a full-time Ticketing Services Senior Manager. Reporting to the CFO/CTO and working in collaboration with all department heads, the Ticketing Services Senior Manager will lead the Playhouse's Ticketing Department customer service team and be a Super User supporting the use of Tessitura at the Playhouse.

About the Position: The Guest Services Senior Manager oversees all aspects of executing ticket operations and box office management for all performances at the Laguna Playhouse, and serves as the secondary contact for IT consultants for IT operations for the institution. The Guest Services Senior Manager will build all events in Tessitura and manage the subscription season rollovers and reporting and will be a partner in maintaining the overall health of the Tessitura database. This position will work closely with Company Management, Marketing, Education, Development and Operations to ensure events are created and put on sale in a timely manner, tickets are allocated to each department as needed, and reporting is distributed to all stakeholders. The Guest Services Senior Manager oversees day-to-day guest services and will ensure that exceptional customer service is provided for all event attendees.

About the Culture: The person most successful in this position is a leader that possesses a strong work ethic and great communication skills who will take initiative and aid in the company's overall success and growth. This individual is highly organized and can manage multiple tasks simultaneously. The right candidate will thrive in this warm, welcoming and creative atmosphere that embraces individuality and is artistically fulfilling, forward-thinking and dog friendly!

Qualifications:

- Knowledge of the ticketing industry with 5+ years event Ticketing Operations experience
- Detailed knowledge of computerized ticket sales and box office operations
- Excellent customer service skills and ability to successfully communicate with the public, employees, and vendors using verbal and written skills
- Background in data and analytics with a high knowledge of Excel a plus
- Must have outstanding work ethic and attention to detail
- Must be able to prioritize workload to manage time and tasks
- Must be able to work late hours and on weekends when necessary
- Must be able to work collaboratively within a team
- Are innovative, think for yourself, and question everything

Responsibilities (*include but are not limited to*):

- Oversee the execution of Tessitura CRM including creating events, providing scaling and pricing recommendations, access control, and event day
 - Those with extensive experience in other ticketing platforms will be considered
- Manages Box Office Representative team to ensure completion of department goals
- Hire, train, and supervise on-site box office employees
- Oversee the fulfillment of all tickets including paying customers, marketing, sponsorship, artist, internal requests and more
- Manage daily sales from telemarketing firm and contracted Group Sales representatives
- Creates and distribute sales reports
- Supervises the reconciliation of daily ticket sales and batch posting for internal and outsourced ticketing staff
- Provides settlement documentation at the conclusion of a production run to ensure quick and accurate production settlement

- Works with 3rd Party ticket sales as requested by Marketing and Executive team to provide ticket inventory, track sales and report progress on sales through these vendors
- Work closely with marketing and sponsorship teams to build packages and processes to aid in reaching the revenue goals of the department
- Collaborate with other departments (Finance, Marketing, Sponsorship, Operations, and others) on best practices and policies
- In collaboration with CFO/CTO create and oversee Tessitura upgrade projects, customizations, and database cleanup with the assistance of the Tessitura Extended Services Team
- Assist CFO/CTO with onsite IT Consultant management as needed
- Other duties as assigned

Physical Requirements of the Position:

- Employees will be required to provide proof of vaccination as a condition of employment. When providing such documentation, applicants are instructed to omit any additional medical information other than proof of FDA-approved vaccination against COVID-19 infection. Please note any record of applicant vaccination will be maintained as a confidential medical record.

To apply for this position, please send a cover letter and resume to Human Resources under the heading: Ticketing Services Senior Manager Position Application

Cover letter must accompany resume submission

hr@lagunaplayhouse.com