

INTIMAN : THEATRE FESTIVAL

MAILING ADDRESS: PO Box 19537, Seattle, WA 98109
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206.441.4178
info@intiman.org

JOB DESCRIPTION

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| Title: | Ticket Office Manager |
| Department: | Front of House |
| Reports to: | Business Director |
| Classification: | Part-time Seasonal, non-Exempt |
| Contract Term: | 6/3/13 - 9/22/13 |
| Hours: | Variable. Primarily afternoon/evening, including weekends |
| Rate: | \$15 per hour, DOE |

Summary of Job Description:

Provide management and leadership to ensure smooth operation of daily Ticket Office activities and the highest level of personalized customer service to Intiman Theatre Festival patrons.

Duties and Responsibilities:

- Serve as primary ticket office representative on performance days.
- Interface with Stranger Tickets personnel to ensure the proper daily management of tickets for performances.
- Oversee use of Stranger Tickets system.
- Work as part of a professional team to integrate Ticket Office operations into the sales/marketing and audience services efforts of Intiman Theatre.
- Hire, train, supervise and evaluate all Ticket Office staff. Establish and communicate work schedule.
- Provide leadership in the establishment of theatre policy as it affects the Ticket Office and communicate and implement this policy consistently in Ticket Office operations.
- Prepare or oversee preparation of all Ticket Office reports for management and reconciliation with business office.
- Ensure that Ticket Office personnel are informed regarding current productions, prices, reviews, etc.
- Design and update forms necessary for smooth Ticket Office functioning within larger organization.
- Work with the Business Director to ensure adequate and accurate reporting and compliance with accounting procedures.
- Attend staff meetings, marketing meetings and other meetings as required.
- Maintain and update Ticket Office signage.
- Run reports, lists and perform analysis as requested by Business Director and other managers.
- Work with Business Director in creation of Ticket Office policies, training and customer service manuals and oversee implementation of such policies.

- Address patron questions, complaints and concerns.
- Oversee removing of outdated paper and electronic files at the end of the festival.
- Coordinate special ticket events and requests as needed.
- Maintain a productive relationship with peers from other arts organizations and Seattle Center.
- Fill in for Ticket Office staff as needed.
- Perform data entry in Ticketmaster database as needed.

Education/Skills Required:

- BA or equivalent
- 2 Years of Ticket Office experience in a professional setting. Experience with similar-sized organizations a plus.
- Experience with Stranger Tickets or equivalent computer ticketing systems.

Special Requirements/Knowledge:

- Strong organizational skills
- Flexible schedule
- Excellent communication and problem solving skills
- High level of integrity

Expectations:

- Open, honest communication.
- Identify and communicate issues/concerns before they become problems.
- Positive attitude.
- Utmost confidentiality.
- Participate as a member of a team, supporting others to accomplish goal.
- Attendance at board meetings, opening nights, cultivation and fundraising events and other Intiman functions as requested.

Email cover letter, resume and three professional references to:

Evan Tucker
Business Director
evan@intiman.org

Intiman Theatre is an equal opportunity employer, and individuals of all cultural backgrounds and abilities are welcome and encouraged to apply for all positions.