

# ||: ProMusica

CHAMBER ORCHESTRA  
DAVID DANZMAYR, MUSIC DIRECTOR

**Job Title Ideas:** Ticketing & Data Services Specialist  
**Type:** Full-Time  
**Organization:** ProMusica Chamber Orchestra

The **Ticketing & Data Services Specialist** is a vital front-line position for ProMusica, providing exceptional customer service to all current and prospective patrons throughout all stages of the ticketing process and experience. This role interfaces with members of the community, board and donors, and is passionate about customer care and deepening patron engagement. Reporting to the Director of Marketing, primary functions of this role include daily management of the box office (including oversight of ticketing system and related technology) and database management with an emphasis on data analysis. In addition, this position works cross-departmentally, supporting Development and Finance with analyzing trends, reporting, and reconciliation. The individual is an energetic self-starter who takes pride in keeping accurate, thorough, and detailed records, and is committed to excellence.

## **SCOPE AND RESPONSIBILITIES:**

### **Box Office / Ticketing:**

- Serve as primary point of contact for ticketing needs, presenting patrons with high quality and timely customer service. Perform all box office operations, including the selling, processing and reconciliation of all subscription, single tickets, and group sale orders. Complete prompt and accurate ticket fulfillment, as well as tracking and financial reporting.
- Maintain ticketing and CRM database systems (Ticketmaster/Tessitura/Other Systems)
- Create and build all events in ticketing system. This includes individual concerts, subscription packages, venues maps and seating charts. Ensure pricing is accurate across various areas including seat allocations, price levels, discount codes and group sales.
- Assign seats to subscribers, coordinate season ticket mailing at the beginning of each season, handle requests for changes throughout the year.
- Manage special offers and discounted ticketing needs, including VIPs and requests for complimentary tickets.
- Support the Director of Marketing through facilitating all aspects of subscription renewal process and new subscriber campaign. Develop strategies to reach and maximize ticketing goals.
- Provide information to customers as requested, such as show running time, directions, parking, and seating guidance.
- Staff Theatre box office on concert weekends and evenings to sell walk-up and assisting with any ticketing needs.
- Reconcile all box office receipts and sales from concert weekends.
- Liaise with FOH management at venues to ensure concerts are properly staffed with ushers.
- Provide ticket sales and tracking reports to Director of Marketing, CEO, and other staff as needed.
- Develop and create manual for box office procedures.
- Assist with special projects or other duties as assigned.

### **Database Administration and Gift Processing:**

- Manage CRM system: maintain entries on a regular basis to ensure all records for ticket-buyers, subscribers, and donors are accurate, consistently entered cleanly, and up-to-date.
- Lead the creation of standardized reports to be used by other staff members and departments.
- Lead the creation, documentation, and maintenance of database protocols to ensure uniform data entry across the organization.
- Collaborate with Director of Marketing to set-up, collect, report, and analyze relevant metrics, targets, and data to meet marketing goals and support campaigns. Develop segmented marketing lists for mailings/emails and assist with in-depth analysis of trends in patron development in correlation with marketing initiatives.
- Record and process gifts, including; qualifying online donations, process credit card payments, process and track matching gifts, track soft-credit between relevant donations and donors, etc.
- Prepare and deliver gift batch report to Finance.
- Develop creative ways to utilize, analyze, and enhance our current data to provide a topnotch customer experience, including subscriber and donor benefits, surprise and delight experiences, and customized and automated communications.

### **EXPERIENCE AND CHARACTERISTICS REQUIRED:**

- 2+ years experience in a ticketing/box office environment.
- Experience with ticketing software, such as TicketMaster and CRM systems strongly preferred.
- Technologically adept to maximize utilization of ticketing CRM software. Experience migrating data between systems is a plus.
- Proficiency in Microsoft Office including a strong emphasis on Excel.
- Exceptional attention to detail, with a mind for spotting and analyzing trends.
- Strong mathematical skills, including the ability to compute ratio, percent, and rate.
- Ability to successfully handle multiple priorities in sometimes high stress situations and a fast-paced environment.
- Ability to work with the public, demonstrate patience in demanding situations and handle conflict.
- Effective communication and speaking skills (internally and externally) to foster outstanding customer service.
- Position requires weekend and evening work on concert weeks.
- Must have reliable transportation.
- Ability to lift up to 40lbs.
- Knowledge and love of music and passion for the performing arts is a plus.

### **To Apply:**

Please email resume and cover letter to:

### **Brittany Lockman, Director of Marketing:**

Email: [info@promusicacolumbus.org](mailto:info@promusicacolumbus.org)

No phone calls, please.

[www.promusicacolumbus.org](http://www.promusicacolumbus.org)

**[Deadline to apply is September 8, 2021.](#)**

*ProMusica Chamber Orchestra does not discriminate in its employment decisions on the basis of race, color, religion, ancestry, age, sex, gender identity, sexual orientation, marital status, national origin, disability, veteran status, or any other protected class. As an Equal Opportunity Employer, we celebrate diversity and are committed to creating an inclusive and equitable environment for every staff member.*