

Ticketing Manager

New York City non-profit theatrical production company is seeking a Ticketing Manager for its New York productions and national tours.

Responsibilities include:

- Liaise with venue and box office managers to determine ticket scaling and discount codes, and collect details about facility fees, credit card charges, taxes, merchandise and other deductions.
- Create Gross and Net Potentials and submit to Producers and GM for approval.
- Ensure that ticketing programs are set up and executed properly. This includes house scaling, on-sale date, discount codes, third-party sellers, group sales, comps and ticket holds.
- Brief each venue on show description and audience demographics.
- Identify on-site marketing and promotions provided by venue such as front of house, marquee, lobby loop and rack card displays and communicate specs to marketing team.
- Submit discount codes, offers, venue phone numbers, addresses, websites and specs to graphic designers for ads, brochures and other direct marketing materials.
- Submit artwork and copy for venue's website, marquee, front of house displays and other venue marketing assets.
- Collect daily audits from each venue to create and distribute daily/weekly sales reports.
- Collect name and address of ticket buyers.
- Analyze responses to marketing spend and create code breakdown reports for weekly marketing calls. Be in regular communications with venue box office and report trends and recommendations to producers and marketing team.
- Assist box office and venue house management to troubleshoot patron inquiries and complaints.
- Communicate late-seating policies, photos and handling of Playbills and stuffers.
- Candidate must provide clear and consistent communications between venue and the producing team. They must work the phones regularly and document conversations. Strong organization skills are essential as there will be multiple venues on sale simultaneously.

Candidate must have at least two years box office experience. Familiarity with Ticketmaster, Tele-charge, Ovation Tix, Tessitura and other ticketing programs a big plus. Salary commensurate with experience.