



WASHINGTON PERFORMING ARTS

We make it happen

Position Description

April 2017

Title: Ticket Services Associate

Level: Staff (Part-time)

Department: Ticket Services

FLSA: Non-Exempt

Immediate Supervisor: Ticket Services Manager

Summary of Position:

The Ticket Services Associate is the front line contact to our members and patrons through the Ticket Services Office, with current business hours of Monday-Friday, 9:30am to 5:00 pm. S/he also provides support to other internal departments as assigned. While WPA strives to maintain regular work schedules, some variance may occur. Most ticketing associates work 20-30 hours per week.

Daily Office Responsibilities:

- Respond to general patron inquiries via phone, email and in person.
- Process ticket sales orders using the Tessitura database management system.
- Greet and assist front office patrons
- Participate as a member of the Marketing Team by researching grassroots contacts to increase event sales and awareness.
- Participate in outbound calling campaigns for both subscription and single ticket initiatives
- Assist the Ticket Services Manager in closing performances, preparing will call, performance seating books, etc.

Daily Processing/Data Entry Responsibilities

- Process and mail new and renewing subscriptions and single-ticket orders received by phone, fax, email or in person.
- Process and mail scheduled renewal notices, acknowledgement letters, special mailings to members, and internal ticket requests.

Other Duties:

- Represent the Ticket Services Office at performances and functions, including evening and/or weekend events.
- Data entry, filing and other office-related tasks.
- Other projects as assigned.

- Some evening and/or weekend shifts in the office may also be required during peak sales times and as performances dictate.

Candidate must have a positive attitude, excellent customer services skills, communication skills and professional telephone manner. S/he should be detail-oriented and have the ability to multi-task. Computer and data entry skills should include a working knowledge of Microsoft Office. Ticket experience is preferred. Knowledge of the performing arts and Tessitura is helpful.

To Apply:

Please email a cover letter and resume to Rachel Loose, Ticket Services Manager, at rloose@washingtonperformingarts.org. No phone calls, please.

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