



Position: Associate Ticket Office Manager
Department: Marketing & Communications
Reports to: Ticket Office Manager
Status: Full-time, exempt
Start Date: Immediate
Salary: Commensurate with experience, plus full benefit package (paid vacation and sick days; health, dental, and flexible spending; life and disability insurance; and 403(b) retirement plan)

SUMMARY: This position assists the Ticket Office Manager with managing efficient day-to-day Ticket Office operations. The Associate Ticket Office Manager provides exemplary patron sales and service, Ticket Office staff supervision, and maximizes provided ticketing system and database tools to ensure accurate ticketing data input and reporting. The Associate Ticket Office Manager also manages the Minnesota Opera shop.

RESPONSIBILITIES:

- Provides exemplary customer service, selling tickets and other Opera offerings via incoming and outbound courtesy calls, mail and online orders and in person during ticket office hours and at assigned performances and events.
- Manages Minnesota Opera ticket office staff at Ordway Center, overseeing walk-up sales, rush-line sales and subscription orders at assigned performances and events.
- Assists with supervising and training Ticket Office staff, ensuring clear communication and understanding of individual, departmental and organizational expectations and goals.
- Manages special ticketing programs including corporate and group sales, community ticket donations, trade ticketing, and VIP ticketing.
- Serves as the primary in-house contact for managing and mining the Opera's ticketing database to generate mail lists, email lists and reports.
- Assists Ticket Office Manager in generating daily, weekly, monthly, and annual sales reports to support organizational needs.
- Assists in updating and maintaining SRO ticketing system to reflect all Opera events, price types, discount codes and promotional codes.
- Assists in streamlining Ticket Office procedures by recommending improved processes and support in troubleshooting ticketing-software issues and enhancements in SRO.
- Manages the Minnesota Opera Shop achieving stated revenue goals through online sales, set-up and staffing for on-site sales during Opera performances and events, sourcing and purchasing of inventory, maintaining accurate and current inventory and reporting of all merchandise and gift certificates sold.
- Completes other duties as assigned

QUALIFICATIONS:

- Minimum of two years computerized ticketing experience. Knowledge of SRO preferred.
- Exemplary customer service and sales ability.
- Strong computer skills (Microsoft Office and computerized ticketing knowledge required; database experience a plus)
- Understanding and application of basic accounting skills as needed to manage financial transactions, balance reported daily sales and generate accurate reports.
- Engaging personality able to succeed as a supervisor, subordinate and colleague. Maintains a positive, productive attitude working with patrons, staff, artists, volunteers, and others. Supervisory experience preferred.
- Strong verbal and written communication skills.
- Ability to prioritize workload, multi-task and work under deadlines in a fast-paced environment
- Ability to work some nights and weekends, as required by the Opera's performance schedule and sales cycles.
- College degree or an equivalent combination of education and experience
- Passion for the arts. Working knowledge of opera and/or classical music preferred.
- Ability to occasionally lift up to 40 lbs., as needed for management of the Opera Shop.

Minnesota Opera is an Equal Opportunity Employer

To be considered for this position, please send the following:

1. A cover letter including your interest in the position, what you will bring to the position, and why you are the ideal candidate.
2. A resume outlining your educational and professional experience.
3. Three professional references

Email: Kevin Beckey, Ticket Office Manager, Kbeckey@mnopera.org

Application Deadline: June 1, 2015