

ELM CITY TICKETS MANAGER

Department: External Relations

Reports to: Director of Marketing and Communications

Direct Reports: Front of House Coordinator, Box Office Associates

Classification: Full Time/ Exempt

Compensation: \$52,000-\$60,000

Location: New Haven, CT (in-person)

How to apply: Please submit a resume and cover letter to human.resources@longwharf.org.

The Invitation: Long Wharf Theatre is a gathering place dedicated to producing boundary-breaking theatre with and for its kaleidoscopic communities. We believe that theatre is for everyone, and that art and activism can live side by side. We are committed to building artistically innovative theatre with, for, and by the greater New Haven community. We are seeking a manager to lead our Elm City Tickets subsidiary team. Elm City Tickets is a full-service ticketing agency serving the greater New Haven area. This can include building events, managing the call center, staffing performances for all events across clients, running reports, and running monthly settlements. This position is also responsible for the growth of Elm City Tickets and will lead the cultivation of new clients in New Haven and beyond. This role champions innovation in our idea of how Elm City Tickets can serve the community.

The Work Environment & Culture: The leadership at LWT cares deeply about staff culture and development. Members of the LWT staff are encouraged to engage in courageous conversations within departments and interdepartmentally. There is a belief within the organization that great art comes from great relationships. LWT supports and cares for team members as a reflection of the quality of artistic exploration on our stages. This position is in-person, with hybrid flexibility.

What you'll be doing:

Client Cultivation

- Identify opportunities in defined territory through prospecting and selling face-to-face.
- Follow up with leads in person, on the phone or by email to close business.
- Maintain sales standards to meet or exceed new client quotas.
- With the Director of Marketing and Communications create B2B strategies for new client outreach.

Event Management

- Build and maintain all events for clients.
- Assist clients with event programming, reporting, ticket holds and other ticketing details.
- Work with client representatives to set-up events, place holds, process orders, and release tickets in a timely fashion.
- Assist with the monitoring of all ticket inventory.
- Collaborate with clients to monitor and dynamically price tickets to maximize revenue.
- Ensure ADA Compliant Ticketing Practices.

Managerial Duties

- Serve as the main ticketing contact for all client events at the venue(s) or other locations as assigned.
- Develop strong working relationships with clients, venue & ticketing staff, guests, and affiliated partners.
- Manage the hiring, training, scheduling, and day-to-day supervision of all Box Office personnel.
- Ensure all Box Office staff adhere to the company's ticket operations policies and procedures.
- Collaborate with client event personnel to ensure all ticketing needs are addressed.
- Organize and oversee nightly Box Office operations during events (Ticket Sales, Will Call, Ticket Scanning, etc.)
- Create a positive & collaborative working environment and maintain staff morale.

- Ensure Elm City Tickets staff delivers exceptional customer service to all guests and works proactively to resolve any issues that arise.

Accounting/ Financial Duties

- Maintain accurate Elm City Ticket accounting records and archives.
- Ensure venue Box Office staff adheres to company's cash handling policies and procedures.
- Responsible for ensuring Box Office cash reconciliation, deposits, and all daily financial reporting is handled with accuracy.
- Responsible for the preparation of all Elm City Ticket settlement reports.
- Actively participate in event settlements, as needed.

Other Duties

- Escalate any ticketing software and hardware issues immediately.
- Embrace all new ticketing technology.
- Keep current with key ticketing trends in the entertainment industry.
- Attend relevant meetings, discussions, and conferences as Elm City Tickets lead.
- Additional duties as assigned by leadership.

What you bring to the table:

- *Rock solid reliability.* You are detail-oriented with a strong ability to prioritize and work under pressure to meet strict and fluid deadlines.
- *Solution driven nature.* This person needs the ability to find solutions to problems clients are experiencing by collaborating with management and interdepartmentally with experts that can find alternative and effective solutions to any limitations.
- *Ability to persuade.* Strong oral and written communication skills that will wow those new clients to sign on.
- *Strong leadership skills.* The ability to communicate respectfully and diplomatically across all levels of business is essential.
- *Teamwork oriented.* The ability to work and collaborate with others. Listening and taking time to empathize and understand where others are coming from, Recognition and appreciation for the contributions of others.
- *Technical know-how.* Previous experience with ticket systems (Spektrix a plus).
- *Life experience or education.* Maybe you went to school for management, maybe you have just been in the box office for so long you have naturally gained experience. Ability to always represent oneself and company in a professional and ethical manner.

* Candidates without sales experience, but who have a willingness to be trained will also be considered. *

We understand that people gain skills through a variety of professional, personal, educational, and volunteer experiences. If you believe you have the transferable skills necessary to fulfill the responsibilities of this role, we encourage you to apply.