



## Position Description

**Position Title:** Ticket Office Assistant Manager

**Group/Department:** Visitor Services/Guest Services/Ticket Office

**Supervisors:** Ticket Office Manager and Assistant Ticket Office Manager

**Classification:** Full Time Exempt

**Compensation:** \$35,600

### ABOUT MIDLAND CENTER FOR THE ARTS

Midland Center for the Arts is a cultural destination where people find meaning and connection in their busy lives. One of Michigan's largest non-profit arts organizations, the Center is a unique cultural complex located in the city of Midland, Michigan. The 275,000 SF facility encompasses an auditorium theater (1500 seat) that presents touring Broadway and national artists and entertainers, a mid-sized theater (400 seat) for touring programs and locally produced theater, a four-story hands-on, interactive museum of science and art, a historical campus, and an in-house community theater and professional regional symphony. World-class art and entertainment experiences are enjoyed by audiences from around Michigan and beyond and the Center strives to share cultures and stories that reflect the diversity of our audiences and the world. We strive to provide a workplace and patron experience where all people feel welcome and engaged. Our organization celebrates diversity in all of its forms, pursuing our mission as the cultural destination for our region and beyond. Our work reflects our community and our values as an inclusive and accessible home for art, science and history exploration. Our organization is committed to including voices of those varying in abilities, ages, ethnicities, gender identities and expressions, races, religions, sexual orientations, and socioeconomic backgrounds.

### POSITION CONCEPT:

Under the guidance and supervision of the Ticket Office Manager and the Sr. Assistant Ticket Office Manager, the Ticket Office Assistant Manager supports Center goals for earned revenue by ensuring high quality customer service, supervising staff as assigned, maintaining accurate income reports and supporting ticket system and database users, ensuring successful and timely reporting and event creation, and providing day to day administrative needs of the Guest Service/Ticket Office department.

Responsibilities also include, with the guidance of the Director of Data and Analytics, ticket and data management processes and procedures, including but not limited to building events, creating reports, overseeing the merging of records, and proofing the work of others.

### RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

#### 1. VISITOR SERVICES/GUEST SERVICES/TICKET OFFICE OPERATIONS:

- a. Provide daily leadership and management to achieve overall efficient and effective operations of the Ticket Office/Visitor Services/Guest Services Center.
- b. Assist the Ticket Office Manager and Sr. Assistant Ticket Office Manager to develop and supervise an efficient and effective sales/promotion guest service team.
- c. Assist in scheduling to ensure appropriate coverage and optimum service at all events.

- d. Assist in and supervise ticket and admissions processing, sales, and fulfillment. This includes but is not limited to ticket sales, subscriptions, group sales, education tours, memberships, class registrations, contributions, and other lines of income as assigned.
- e. Assist in processing daily, weekly, and monthly reports as required.
- f. Manage cash and conduct timely accounting and banking as assigned.
- g. Administer and maintain sales and development policies and procedures.
- h. Other duties as assigned.

**2. CUSTOMER SERVICE (EXTERNAL AND INTERNAL):**

- a. Provide exceptional customer service by addressing inquiries, resolving issues, and ensuring a positive experience for patrons.
- b. Provide customer services at Guest Services Desk and answer phones for customer calls, on or offsite as scheduled.
- c. Serve as a reception and reference point for the public and staff related to Center activities.
- d. Be conversant on POS system, item pick-up and drop-off, and closing processes.
- e. Be conversant with safety and emergency procedures, act in accordance with the specified procedures when conditions warrant.
- f. Other duties as assigned.

**3. LEADERSHIP, STAFF SUPERVISION, AND TRAINING:**

- a. Maintain primary leadership and authority for staff in the absence of the Ticket Office Manager and the Sr. Assistant Ticket Office Manager.
- b. Provide daily leadership and management to achieve overall efficient and effective operations of the Ticket Office/Visitor Services/Guest Services Center.
- c. Working with the Ticket Office Manager and the Sr. Assistant Ticket Office Manager, develop and implement effective incentive programs for staff regarding upselling, add-ons, donations, memberships, and other related processes.
- d. Assist in training new staff members on customer service protocols and ticketing processes.
- e. Supervise box office staff as assigned to maintain a customer-centric approach and uphold service standards.
- f. Train Guest Service staff and be a resource for questions and issues related to ticketing/data base system.
- g. Train department staff in all customer service, data management (to the appropriate level) and safety procedures.
- h. Participate in various committee meetings as assigned.
- i. Hold and perform duties from the Lead Guest Services Specialist's role, as needed. Please see Lead Guest Services Specialist's job description for further details.
- j. Attend all Center required meetings and trainings, including but not limited to IT trainings, HR trainings, and DEIA trainings.
- k. Adhere to all Center policies and procedures.
- l. Other duties as assigned.

**4. DATA MANAGEMENT, EVENT BUILDING, AND QUALITY CONTROL:**

- a. Collaborate with the Director of Data and Analytics and Ticket Office Manager to create and build specific seat maps, zone maps, ticket discounts and associated promo codes and other activities within ticketing/data base system as assigned.
- b. Support the Director of Data and Analytics in regard to data standards, processes and transactions in Tessitura as well as actively assist in software upgrades and troubleshooting as needed.

- c. Working with the Ticket Office Manager and Director of Data and Analytics, maintain accurate data standards and integrity.
- d. With other team members, assist in proofing marketing, website, and other material or outlets against event information in ticketing/database system and against event forms. Provide internal/external feedback on effectiveness and accuracy of materials.
- e. Other duties as assigned.

### **PREFERRED KNOWLEDGE, EXPERIENCE AND ABILITIES**

The requirements listed below are representative of the knowledge, skills, and abilities required to perform the necessary functions of this position:

- Be a highly resourceful team player with proven leadership skills.
- Possess excellent communication and customer service skills.
- Have the ability to work in a fast-paced and high-pressure environment.
- Be well organized, detail-oriented and able to handle multiple tasks simultaneously.
- Can prioritize and execute tasks in a timely manner.
- Demonstrates proactive approaches to problem-solving with strong decision-making capability.
- Be curious, take initiative, and be motivated to create quality, accurate work.
- Has a high proficiency with computers and programs.
- Has experience with customer management, retail and/or ticketing software.
- Experience with Tessitura preferred.
- Experience in a supervisory position preferred.
- Commitment to diversity, equity, inclusion, and access, and a desire to work with people across many lines of difference.

### **WORK SCHEDULE**

- Must be available and willing to work a flexible schedule including weekdays, weekends, and evenings as assigned.
- Schedule will be based on the events scheduled and organizational needs.

### **OUR CULTURE AT MIDLAND CENTER FOR THE ARTS**

Every day and, in every way, we commit to:

- Deliver WOW Service.
- Perform our Personal Best.
- Create Open and Honest Relationships.
- Embrace Change Through Creativity.
- Create a Positive Team Environment.
- Escape the Ordinary.

### **5. To meet these goals, we expect Guest Services Team Members to:**

- Commit to achieving the highest quality customer service possible.
- Maintain ongoing, timely, and positive communication with all team members.
- Ensure that all guests have an enjoyable and rewarding experience.
- Contribute new ideas and solutions to challenges.
- Engage in ongoing self-review and process improvement.