



Charlotte Ballet
Marketing & Communications

Job Description –Ticket Operations Coordinator

The **Ticket Operations Coordinator** supports all aspects of ticket sales and operations for subscriptions, single ticket sales, group sales and Charlotte Ballet internal ticketing needs. The position serves as the primary point of contact for Blumenthal Performing Arts customer service and supports the Manager of Ticket Operations with duties related to Charlotte Ballet's box office. The Ticket Operations Coordinator demonstrates superior customer service and representation of Charlotte Ballet at all times.

The Ticket Operations Coordinator reports to the Manager of Ticket Operations & Sales (MTO) and supports that role with tasks related to Charlotte Ballet's box office. The successful candidate will be extremely organized and able to communicate with internal and external customers as well as arts partners of the Charlotte Ballet organization. The position will be focused on details and accuracy, with experience in ticketing systems/processes preferred.

Charlotte Ballet's mission is to provide artistically excellent programming to diverse audiences in its home city of Charlotte, the Southeast region, and to the varied communities it serves while on tour across the nation. Charlotte Ballet is a Charlotte-based, world class repertory dance ensemble. It performs classic, contemporary, and cutting-edge dance with virtuosity, energy, and artistic excellence for local, statewide, and national audiences. Charlotte Ballet's collective talents provide the opportunity and give us the responsibility to challenge, stimulate, educate, entertain, and thereby enrich our audiences.

Due to current pandemic circumstances and acknowledging the highest care for our employees, students, patrons, and partners, Charlotte Ballet is requiring any successful candidates to be fully vaccinated against the COVID-19 virus. Candidates should be prepared to submit proof of vaccination upon hire, barring any valid medical or religious exemption from receiving the COVID-19 vaccine.

Job Description/Job Responsibilities

Ticketing/Box Office Operations:

- Assist with season and single ticket set up, processing ticket orders, charging payments and ticket distribution.
- Support MTO in coordinating with the Blumenthal Performing Arts for all aspects of ticketing including single tickets, group sales and subscriptions.
- Assist MTO with coordination of special ticket promotions and complimentary tickets, including processing ticket donation requests.
- Assist with Front Of House (FOH) set-up and oversight
- Serve as Charlotte Ballet box office representative at majority of performances. Works with BPA staff to provide highest level of customer service to Charlotte Ballet patrons.

Ticket Sales & Customer Service:

- Assist with increase in sales of subscriptions, single tickets and group sales.
- Ability to cultivate relationships through daily customer service and outbound communications.
- Receive incoming calls related to ticketing.
- Analyze challenges; identify effective solutions with all customer situations.

Ticket Donation Request Program:

- Oversee ticket donation requests and voucher program.
- Receives and organizes requests
- Distributes vouchers
- Processes ticket requests & distribution

Integrated Database Management:

- Support MTO with coordination of data and segmented lists.
- Processing includes data entry, data organization and accurate reporting as required by the Company.

Liaison/Marketing & Development/Administration:

- Serve as an active member of the marketing & Development department
- Taking on projects and responsibilities as assigned.

Education, Qualifications, and Competencies

- High school diploma; Associate's or Bachelor's Degree preferred.
- 1-3 years' performance industry experience preferred; specifically in ticketing or box office operations,
- Excellent organizational and time management skills, including proficiency in prioritizing and managing multiple, diverse and ongoing projects; attention to detail; and initiative and independence, combined with the ability to work well as part of a team,
- Works independently and collaboratively for designated assignments,
- Promotes Charlotte Ballet both in and out of the office,
- Display genuine enthusiasm and regularly take steps to measure and enhance work,
- Comfortable working with deadlines and being flexible when unexpected opportunities arise,
- Carries out projects from concept to completion, including information gathering, content development, review, editing and approvals.

FLSA Status/Classification

The Ticket Operations Coordinator will be considered Part-Time and Non-exempt in status.

Compensation and Benefits

- \$17.50-\$19.50 / hourly
- Benefits include: PTO, Sick Time, 403(b) Retirement Plan, Medical/Dental/Vision, Short/Long Term Disability, FSA

Charlotte Ballet is an Equal Opportunity Employer, and as such, we recognize our responsibility to embrace and promote Diversity, Equity, and Inclusion (DEI) throughout all aspects and levels of our organization including artistic programming, talent recruiting and retention, training, workplace culture, and community engagement.