

<b>Job Title:</b>	Ticketing Services Associate
<b>Reports To:</b>	Ticketing Services Manager

## **PURPOSE OF THE JOB:**

The Kauffman Center for the Performing Arts is seeking a Ticketing Services Associate to assist in the daily operations of the ticketing office. As an important member of the Kauffman Center team, this guest focused position provides ticket and general information to guests, makes exchanges, troubleshoot order issues, and assists with ticket sales and service at our ticket office as well as over the phone. Hours for this position may vary depending upon performance schedules.

## **ESSENTIAL JOB FUNCTIONS**

### **Responsibilities**

- Create a positive and consistent experience for all guests
- Accurately process ticket and donation transactions (single, subscription, ticket exchanges, etc.) in Tessitura
- Provide guests with up-to-date information on the Kauffman Center's and Resident Arts Organizations'/Community Arts Organizations' programs, venues, and policies
- Up-sell products and services (seating location, parking vouchers, donations and entertainment packages)
- Resolve guest concerns
- Accurately input and update guest data in Tessitura
- Interact with diverse levels of personnel to resolve issues and inquiries
- Maintain accurate cash drawer
- Other duties as assigned

## **MINIMUM QUALIFICATIONS**

- Strong customer services skills
- Excellent communication and interpersonal skills
- Ability to successfully handle multiple priorities in sometimes high stress situations
- Ability to accurately handle cash transactions and reconciliation
- Proficient in using computer software including Microsoft Office Products.
- The ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment

## COMPENSATION

This is a part-time, entry-level position. Starting rate is \$15.50 per hour.

## ORGANIZATIONAL VALUES

Adheres to and promotes organizational values: (see below)

ORGANIZATIONAL VALUES			
Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none"><li>■ Integrity</li><li>■ Honest communication</li><li>■ Transparency</li><li>■ Trustworthy</li><li>■ Responsible</li></ul>	<ul style="list-style-type: none"><li>■ Striving to improve or meet a standard of excellence</li><li>■ Motivated</li></ul>	<ul style="list-style-type: none"><li>■ Flexible</li><li>■ Fun</li><li>■ Embraces new ideas</li></ul>	<ul style="list-style-type: none"><li>■ Service</li><li>■ Considerate of others</li><li>■ Treat others with dignity and care</li><li>■ Work toward shared goals</li></ul>

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*