



Opening Date: 12/4/19
Closing Date: Open Until Filled

Vacancy Announcement #05-20 Ticketing Manager

SALARY: NEGOTIABLE

DC Residents Preferred

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

The Ticketing Manager position reports to the Director, Event Operations and works closely with the staff of the Sports and Entertainment Division (SED) of Events DC in managing the day to day operations, to include but not limited to, the ticketing procedures and systems, event build, scheduling and supervising casual ticketing staff, sales reporting, financial reconciliation and ensuring superior customer service. The Ticketing Manager is an exceptionally organized ticketing professional with demonstrated experience in subscription and multi-purchase ticketing environments for major events. The Ticketing Manager will have a talent for problem solving and a strong commitment to providing superior customer service. The Ticketing Manager must work well under pressure and be committed to working in a team environment.

EXAMPLES OF WORK ASSIGNED

Event Build and Management Responsibilities

- Develop the required ticketing manifest for each respective event hosted or produced by Events DC SED working in conjunction with the Ticketmaster or such other ticketing system provider (collectively "Ticket Providers) for the applicable venue.
- Serve as primary point of contact for Ticketmaster, and any other Ticketing Providers, as well as any ticket sales consultants on all matters related to ticketing for Events DC programming.
- Manage the allocation and processing of subscription seating and ticket/pass distribution with clients and partners and processing of complimentary tickets including opening and closing night, sponsor and government complimentary tickets, media, staff and VIP passes as required.
- Arrange for the delivery, set up and servicing of all necessary equipment provided by Ticketing Providers (e.g. Ticketmaster terminals, printers and bar code scanners) for all venues.

- Implement internal systems, processes, benchmarks and best practices, which streamline the ticketing process and better align it with the Events DC sales and booking process for ease of use by clients and partners.
- Ensure a superior standard of customer service is applied to all interactions with Events DC promoter clients and the ticket buying public at all times.
- Liaison with the Venue Operations staff to ensure on-going maintenance of any and all equipment provided by any Ticket Provider.
- Collaborate with Sales, Marketing and Strategy & Analytics team members to ensure preservation, cultivation and leveraging of customer data base as it relates to the ticket sales data information.
- Oversee and manage all necessary box office staff, including Events DC staff and any staff of the respective Ticketing Providers.
- Create detailed briefing notes, in collaboration with the Marketing and Event Manager, regarding events for implementation through the various box offices.
- Supply event information to all ticketing staff regularly including program changes, additional price points, sold out sessions and other relevant event information.
- Create systems both internally and externally with Ticketing Provider which enable efficient daily, weekly and end of event reporting of ticket sales and patterns.
- Generate daily, accumulated, venue, ticket type year to date, and other sales reports as required.
- On completion of the engagement, the Ticketing Manager will provide a detailed report on all aspects of event ticketing and event sales, liaising with the Ticketing Provider to ensure all aspects of sales and reports are complete.

CORE COMPETENCIES (SPECIALIST)

- Job Knowledge and Technical Expertise
- Strategic Thinking
- Project Management
- Problem Solving
- Attention to Detail

MINIMUM QUALIFICATIONS

- At least two to four (2-4) years of event build experience within the Ticketmaster system or other comparable ticketing systems.
- Previous experience with event build of major sporting and/or festivals, which offered a wide range of ticket and booking options.
- Experience working in an organization which offers subscription and multi-ticket purchase platforms, as well as a large volume of single tickets.
- Excellent problem solving and superior customer service skills.
- Exceptional attention to detail, with excellent written and verbal communication skills.
- Experience in the preparation and writing of reports (including sales, reconciliations and event reports).
- Proven ability to work in a high-pressured environment, with competing priorities, stakeholders and deadlines.
- Proven experience in managing staff and the public in a customer service focused role.
- Computer and administration skills to include FileMaker Pro, Microsoft Word, PowerPoint and Excel programs.
- Knowledge of Ticketmaster's event build systems.
- Knowledge of and interest in sporting, entertainment and special events.

REQUIREMENT

- All positions require candidates to successfully complete our background screening procedure.

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:

<http://careers.wcsa.com/employment/application.aspx>

**Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.