



Ticket Operations Coordinator Festival of Arts/Pageant of the Masters

The Festival of Arts - we bring art to life! As a local non-profit leader, we support the growth and development of the arts in Laguna Beach and produce two world-renowned events: The Festival of Arts Fine Art Show and the Pageant of the Masters.

The Festival of Arts is committed to providing a welcome and inclusive environment for all patrons, artists, employees and volunteers.

Department: Guest Services; reports to the Director of Guest Services

Employment Status: Full-time, year-round, and hourly, non-exempt

Hours: Position is 40 hours per week. May be required to work evenings, weekends and overtime in December, June, July, and August. Schedules may change depending upon the needs of the business.

General Description:

The Ticket Operations Coordinator assists in building and maintaining an efficient and effective Ticket Office system and operation, including ticket sales, programming, and support services. This position acts as a supervisor during the summer season and has group sales responsibilities.

Essential Duties and Responsibilities:

- Manage and perform processes on the department software, currently Paciolan, including: season setup, event creation, system integrity reviews, create reports, and software support of the organization's ticketing software.
- Develop and maintain system administration and user guidelines for ticketing.
- Process daily financial ticketing report(s) and reconciliation.
- Maintain ticket scanner inventory, programming, training and testing.
- Program and maintain credit authorization hardware – card readers/swipers.
- Program all ticket forms – print-at-home, mobile, and BOCA (hard ticket stock).
- Program online presales, promotions, and discrete links to facilitate ticket sales.
- Print ticket batches and supervise the printing, labeling, filing and distribution of Will Call tickets.
- Maintain credit authorization software, internally and with banks, credit card companies, and credit card processors, including disputed charges.
- Train and supervise seasonal ticket office and ticket taker staff, as directed by Director of Guest Services.
- Maintain positive relations with customers and mediate ticket sales disputes.
- Answer incoming emails and phone calls to the ticket office in a timely manner

- Responsible for all aspects of ticket sales to groups of 20 or more and include holding and allocating seats, invoicing, collections, customer service and providing weekly reports to the department manager.

Requirements:

- Minimum education requirement of High School diploma (BA/BS 4-year degree preferred in relevant industry).
- Prior experience working with Paciolan based ticketing software desirable.
- Solid understanding of ticketing systems or database structures.
- Strong analytical skills and ability to complete account reconciliations.
- Advanced proficiency with Microsoft Office (Word, Excel, and Outlook); ability to learn required business systems.
- Experience with data base management and accounting.
- Previous supervisory and/or project management skills
- Ability to provide excellent customer service to all internal and external clients by representing the organization and department professionally. Proven ability to handle highly sensitive and confidential information.
- Proven ability to prioritize and deal with others in a problem-solving capacity, often in conditions requiring patience and tact. The ideal candidate would be assertive, motivated, self-starter, autonomous, and collaborative.
- Ability to read, listen, and communicate effectively in English, both verbally and in writing
- Available to work various hours including evenings/nights, weekends, and holidays, especially in December, June, July, and August due to increased and intense ticket sales activity.
- Must be able to work in a noisy and congested environment during July and August.

Employment is contingent upon a satisfactory criminal background and reference check.

Compensation and Benefits: \$30 to \$33 per hour. Hourly rate plus generous benefit package with medical, dental, vision, life insurance, 403(b) (401K for non-profit) with company match, paid sick leave, vacation and 19 holidays.

To Apply: Please complete an application online and submit a resume and cover letter at www.foapom.com/jobs.