



CHAMBER ORCHESTRA
DAVID DANZMAYR, MUSIC DIRECTOR

Ticketing & Audience Services Manager

Position Opportunity:

The **Ticketing & Audience Services Manager** is a vital front-line position for ProMusica, providing exceptional customer service to all current and prospective audiences throughout all stages of the ticketing process and experience. The person in this role interfaces with members of the community, as well as board and donors, and is passionate about customer care and deepening customer engagement. Reporting to the Director of Marketing, primary functions of this role include management of the box office (including management of CRM ticketing system and related technology), identifying trends and analyzing ticket sales, and overseeing front-of-house operations at all concert venues. In addition, this position works cross-departmentally, supporting Development and Finance with reporting and reconciliation. The Ticketing & Audience Services Manager is an energetic self-starter who takes pride in advocating for the best audience experience, and is committed to excellence. This position is a full-time salaried exempt position with full benefits package available. All are encouraged to apply.

Core Responsibilities:

Ticketing/Audience Services Mangement:

- Serve as the first point of contact for ticketing needs, presenting patrons with high quality and timely customer service.
- Perform all box office operations, including the selling, processing, fulfilling, and reconciling all subscription, single tickets, and group sale ticket orders for all concerts and special events.
- Create and build all events in Tessitura system. This includes individual concerts, subscription packages, venues maps, and seating charts. Ensure pricing is accurate across various areas including seat allocations, price levels, discount offers, and group sales.
- Assign seats to subscribers, coordinate season ticket mailing at the beginning of each season, and handle requests throughout the year.
- Manage special offers and discounted ticketing needs, including VIPs and requests for complimentary tickets.
- Implement trend tracking and financial reporting for all sales. Reconcile all box office sales following each concert.
- Develop creative ways to utilize, analyze, and enhance our current data to provide a top-notch customer experience, including subscriber and donor benefits, surprise and delight experiences, and customized and automated communications.
- In partnership with the Director of Marketing, facilitate all aspects of subscription renewal process and new subscriber campaign. Develop strategies to reach and maximize ticketing goals.
- Collaborate with Director of Marketing to collect, report, and analyze relevant metrics and data to meet marketing goals and support targeted campaigns. Develop segmented marketing lists for mailings/emails and assist with analysis of trends in patron development in correlation with marketing initiatives.

Front of House Management:

- Liaise with Front-of-House management at venues to ensure concerts are properly staffed with ushers, volunteers, and logistics and details properly communicated.
- Provide information to customers as requested, such as show running time, directions, parking, and seating guidance.

- Staff venue box office on concert weekends and evenings to sell tickets to walk-up patrons and assist with any ticketing and troubleshooting needs.

Qualifications:

- 2+ years experience in a ticketing/box office/customer service environment.
- Experience with CRM technology; knowledge of Tessitura systems strongly preferred.
- Proficiency in Microsoft Office including a strong emphasis on Excel.
- Exceptional attention to detail, with a mind for consistency and the spotting of and analyzing trends.
- Ability to work with the public, demonstrate patience in demanding situations and handle conflict.
- Strong mathematical skills, including the ability to compute ratio, percent, and rate.
- Ability to successfully handle multiple priorities in sometimes high stress situations and a fast-paced environment.
- Effective communication and speaking skills (both externally and internally) to foster outstanding customer service.
- Position requires weekend and evening work on concert weeks.
- Must have reliable transportation.
- Ability to lift up to 40lbs.
- Knowledge and love of music and passion for the performing arts is a plus.

Benefits:

- Full time salaried exempt position
- Health, Dental and Vision benefits
- 401k Retirement Plan
- Paid holidays, vacation and sick time

About ProMusica:

ProMusica is 37 musicians from all over the country who are redefining what it means to be a chamber orchestra. Led by Music Director Danzmayr and Creative Partner, renowned violinist Vadim Gluzman, our vision is to engage, inspire, and connect people to the world around them through the joy of ProMusica. The orchestra both honors the classical traditions and champions the contemporary, with a deep commitment to new works, with 72 commissions, and over 120 premieres to-date. To read more about the orchestra, please visit www.promusicacolumbus.org,

To Apply:

Please email a cover letter and resume to Brittany Lockman, Director of Marketing, at blockman@promusicacolumbus.org. Applications received by May 15, 2025 are ensured full consideration. No phone calls, please. Applications will be accepted until the position is filled.

ProMusica does not discriminate in its employment decisions on the basis of race, color, religion, ancestry, age, sex, gender identity, sexual orientation, marital status, national origin, disability, veteran status, or any other protected class. As an Equal Opportunity Employer, we celebrate diversity and are committed to creating an inclusive and equitable environment for every staff member.