



Job Description: Ticketing Manager – Operations

The **Ticketing Manager – Operations** provides support and leadership for day-to-day ticket office operations, creates and manages events in the Ticketmaster Archtics ticketing system, and services as manager on duty for events on a rotating basis.

Primary responsibilities include, but are not limited to:

Event Creation:

- Program events for sale in Ticketmaster's Host, Archtics, and Account Manager Systems
- Submit changes and revisions to events through Ticketmaster's Event Management and TM1 tools
- Check event builds, offers, and price changes for completion and accuracy

Reporting:

- Prepare daily tickets sales and season ticket reports for internal staff, co-promoters, partners, and Broadway show representatives
- Pull weekly and targeted customer email lists as requested

Event Management:

- Act as Manager on Duty and prepare box office settlements during select DPAC Broadway, concert, comedy, and special events
- In tandem with the Assistant Director of Ticketing – Operations and Director of Ticketing, manage reporting and implementation of dynamic pricing efforts
- In tandem with the Marketing and Programming departments, Assistant Director of Ticketing, Director of Ticketing, and co-promoters, manage inventory for events and open holds as needed

Plus:

- Fulfill ticket orders for DPAC's co-promoter partners, clients, VIP's, and touring Broadway staff
- Build and foster relationships with co-promoters and partners including but not limited to Carolina Ballet, AEG, NS2, Live Nation, Outback, and Broadway agents and management staff.
- Assist part time call center and box office staff as questions and problems arise. This includes continuous training in new events and procedures
- Other duties as assigned

THE CENTER FOR LIVE ENTERTAINMENT

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Requirements and Qualifications:

- Ticketing experience (specifically Ticketmaster Archtics) Required
- High level of attention to detail and accuracy
- Proficient computer skills with the following Microsoft Office products: Outlook, Excel, Word
- Ability to work independently with minimal supervision
- Excellent organizational skills and ability to handle and prioritize multiple tasks with frequent interruptions and conflicting deadlines
- Experience working in customer service preferred
- Weekend, Evening, and Holiday hours required

Please Note:

- This is a position that will require a very flexible work schedule and the individual will incur long, continuous and demanding hours including some nights and weekends.

This position is full-time salaried, exempt and reports to the Assistant Director of Ticketing - Operations. This position also works closely with other DPAC staff including the entire Ticketing team, Marketing team, and Director of Event Services.

To apply please send resume and cover letter to:

ifennig@dpacnc.com

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