



## **Ticketing Supervisor - Part Time**

DPAC seeks a part time ticketing supervisor to provide support for day to day ticket operations as well as manage events on a rotating basis.

### **Responsibilities:**

- Manage customer service email accounts
- Provide leadership for part time ticket sales staff
- Act as manager on duty in the absence of senior management
- Take customer service and sales calls as needed
- Fulfill complimentary ticket requests
- Assist with customer complaint resolution
- Run and send reports to internal staff as well as tour promoters
- Print and oversee organization of will call and bulk ticket mailings
- Pull weekly and targeted customer email lists for Marketing as requested
- Some night and weekend hours required

### **Requirements and Qualifications:**

- High School diploma required
- Excellent email and telephone skills
- Good working knowledge of MS Office (Word, Excel, Outlook)
- Experience working in customer service required
- Some ticketing experience (specifically Ticketmaster Archtics) preferred
- Supervisory experience preferred
- Night and weekend hours required

### **Hiring Manager(s) for the Position:**

**Kelley Monts de Oca**  
**Director of Ticketing**  
[kmontsdeoca@dpacnc.com](mailto:kmontsdeoca@dpacnc.com)

**ONLY AT DPAC**

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