



OKC Broadway Season Ticket Manager
Located in Nederlander's Regional San Diego office

The Season Ticket Manager will act as primary database administrator and programmer for one of Nederlander's Broadway series. The position will also act as liaison between the Regional Season Ticket Office customer service phone team (located in San Diego) and the regional series General Manager, box office and administrative team. This position requires great attention to detail and a passion for providing excellent customer service to Season Ticket Holders at the country's top touring Broadway venues.

The ideal candidate would be a motivated and enthusiastic individual with a mind toward excellent customer service and someone who has a passion for being part of a productive, inclusive and diverse workforce.

PRIMARY DUTIES

- Administrate a comprehensive ticketing database (Ticketmaster Archtics)
- Manage the creation and deployment of season ticket orders, processing, fulfillment while maintaining the highest level of customer service
- Varied reporting including season sales and financial accounting
- Programing, proofing and editing of season ticket plan and single events
- Project manage Archtics programming including payment plans, auto-renew, and season renewals
- Extensive inventory management
- Other duties as assigned by the Director of Season Tickets

REQUIREMENTS

- Experience with a comprehensive ticketing system (Ticketmaster Archtics data base experience a plus, other system experiences will be considered)
- Proven reliability with fiscal management and financial accountability
- Strong attention to detail, ability to edit email marketing and website copy
- Ability to learn new software quickly and adapt to new products
- Professional and articulate demeanor
- Ability to multitask, manage priorities, and deliver work on deadline
- Ability to sit, type and work at a computer for extended periods of time.
- Ability to resolve conflicts and provide a leadership role in customer service

OTHER

- Basic understanding of HTML and web-based troubleshooting preferred, but not necessary
- Experience with Zendesk customer service preferred, but not necessary
- Previous management experience preferred, but not necessary
- Proficiency with Microsoft Excel, Word, Outlook
- Occasional travel to Broadway series location or industry conferences

REPORTS TO: Director of Season Tickets
WORK SCHEDULE: Full-time/40 hours a week
STATUS: Exempt
COMPENSATION: Begins at \$62,400/annually

Nederlander offers a comprehensive compensation/benefits package including retirement plan options, paid vacation, holidays, and health benefits including medical, dental, vision, life/long-term disability insurance, and flexible/health spending accounts.

Nederlander is committed to a workplace where everyone is free from bias, prejudice, discrimination and harassment. The organization strives to ensure a welcoming work environment where everyone belongs and is valued, encouraged & respected for their unique contributions. We are focused on building a culture that acknowledges and values Diversity, Equity and Inclusion.

HOW TO APPLY:

We are an equal opportunity employer and welcome all to apply. Interested candidates should send a cover letter, resume and three references to applysd@nederlander.com – No phone calls please. Confidential inquiries welcome.