



Department:	Ticketing Operations	
Job Title:	Director of Sales and Ticketing	
Reports to:	Vice President of Programming and Audience	
Type of Position:	Full Time	Onsite, with some flexibility for remote work

**GENERAL DESCRIPTION**

The Director of Sales and Ticketing is a full-time position, reporting to the VP of Programming and Audience and working closely with the VP of Operations and Production/General Manager to oversee ticketing operations and support sales across all streams of programming. This is a new, growth-oriented role that will support all streams of earned revenue, build team capacity, and expand the Theater’s rental portfolio.

Key peer collaborators within the organization will include the Director of Operations and Access Initiatives and Director of Marketing. The Director of Sales and Ticketing is the direct supervisor of the Box Office Treasurer (full time-equivalent) with the Ticketing Services Supervisor (full time-equivalent) and multiple Ticketing Services Representatives (part-time) within the reporting structure. The Harris Theater box office operates under a collective bargaining agreement with the IATSE Local 750 ticket sellers union.

**DUTIES AND RESPONSIBILITIES**

**SALES AND TICKETING OPERATIONS**

- Oversee Harris Theater box office, providing leadership to the Box Office Treasurer and Ticketing Services team
- Plan and manage box office department and personnel budgets, in close collaboration with Box Office Treasurer and Director of Operations based on bookings and other needs
- Provide reporting, insights, and recommendations to maximize ticketing and handling fee revenue across Resident Company, rental, and *Harris Theater Presents* programming
- Support intake and planning for Resident Companies and rental companies/promoters, including management of setup/on-sale calendar (in close collaboration with Operations team and Box Office Treasurer), advising on pricing and scaling, sales strategy, and inventory management
- Streamline Resident Company and renter communication and support needs across box office and marketing departments, including submission and review of materials for on-sales, reporting needs, and visibility benefits
- Oversee box office-related settlement items for all renters
- Stay up to date on industry trends and best practices to optimize sales and customer experience

**DATABASE ADMINISTRATION**

- Maintain key vendor relationships related to ticketing operations including Ticketmaster and Tessitura, and third party ticket vendors such as Goldstar and HotTix
- Manage sublicensing of Tessitura in a consortium environment
- Oversee projects and administration related to Tessitura across marketing and ticketing areas
- Oversee patron database management, engaging necessary personnel in ongoing maintenance and data management practices, upgrades, and integrations
- Participate in cross-department working groups including IT/Systems and Customer Service

**THEATER RENTAL SUPPORT**

- Support growth of Theater usage days and maximize earned revenue through:
  - Building overall team capacity through leadership and development of existing team, and streamlining processes and communications across sales and ticketing efforts
  - Providing excellent customer service to existing Resident Companies and renters
  - Being a partner to the Operations team in identifying and attracting new renters

## EXPECTATIONS AND EXPERIENCE

As a member of the Harris Theater's senior staff team, the Director of Sales and Ticketing is expected to:

- Uphold the Harris Theater's mission to be a home for music and dance, and embody organizational core values of artistic integrity, collaboration, belonging, and respect.
- Be onsite for or attend performances/events as required for the role.
- Participate in organizational and regular all-staff and senior staff meetings, share ideas, and communicate openly with peers and supervisor about questions, challenges, and successes.
- Participate in cross-departmental working groups relevant to the role, including Customer Service and IT/Systems Task Forces.
- Support and align with the organization's diversity, equity, and inclusion (DEI) efforts.
- Maintain professional conduct and represent the Theater positively in all interactions with artists, renters, partner organizations, donors, vendors, volunteers, patrons.

The ideal candidate:

- Is an excellent communicator and effective leader with 3+ years supervisory experience – able to confidently lead and grow a team, collaborate with peers and external stakeholders, and work with executive team and board leadership
- Has strong project management skills and ability to manage deadlines, prioritize, and problem-solve
- Has a passion for excellent customer service and delivering the best possible experience to both audiences and artists/organizations who work with the Harris
- Embraces challenges with openness and curiosity – drawing upon analytical skills, past experience, team insights, and creativity to find solutions, improve processes, and identify the tools and talent needed to support future growth.
- Has a working knowledge of Tessitura CRM and/or Ticketmaster, and experience managing long-term vendor relationships.

## SALARY RANGE AND INSTRUCTIONS TO APPLY

The salary range for this position is \$65,000 - \$70,000 per year plus benefits package. Please submit a cover letter and resume to [communications@harristheaterchicago.org](mailto:communications@harristheaterchicago.org). No phone calls please.

*The Harris Theater is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, veteran, national origin, or disability status or any protected characteristic as outlined by federal, state, and local laws.*

**As of, August 16<sup>th</sup>, 2021**, any new hire of the Harris Theater will be required to be fully vaccinated against COVID-19 and will be required to complete the **Harris Theater COVID-19 Vaccination Disclosure Form** during the initial onboarding with the Director of Human Resources. Medical and Religious Exemption form made available upon request.

This policy is being instated based upon current public health guidance, our need for employees to physically be onsite at the theater and theater office premises to support standard and performance operations, and the current increase of COVID-19 cases within our immediate area along with the unpredictability of the current COVID-19 variant in addition to the potential of other variants.

The Harris Theater reserves the right to evaluate and modify this policy at any time based upon current public health guidance and industry standards.