**Assistant Director of Ticketing and Sales** **-** **73472**

**Assistant Director of Ticketing and Sales,**

**Stanford Live & Bing Concert Hall**

**Position Description: Assistant Director of Ticketing and Sales, Stanford Live**

Stanford Live presents a wide range of the finest performances from around the world fostering a vibrant learning community and providing distinctive experiences through the performing arts.  With its home at the Bing Concert Hall, Stanford Live is simultaneously a public square, a sanctuary, and a lab, drawing on the breadth and depth of Stanford University to connect performance to the significant issues, ideas, and discoveries of our time.

Stanford Live presents approximately 70 performances annually, and a significant engagement program involving students, faculty and staff on campus and in the communities beyond Stanford.  Bing Concert Hall is also the home to Stanford University’s Department of Music who present approximately 30 performances each year.

**Position Summary**

Reporting directly to the Director of Marketing, Communications and Patron Services, the Assistant Director of Ticketing and Sales works in close collaboration with Development, Marketing, Front of House, Operations, General Manager and the central Stanford Ticket Office.  Recently formed in 2013, this is a high functioning, high touch ticket office operation that serves Stanford Live audiences, donors, staff and artists in support of the Stanford Live/Bing Concert Hall mission, vision and values.

Stanford Live has a long history with and currently employs the Tesstiura Ticketing Network. Utilizing Tessitura ticketing software, this position is responsible for high quality execution of web, phone and window ticket sales; managing show builds for Stanford Live and the Department of Music; subscriptions; special offer discounts; dynamic pricing; and coordinating efforts and resources for internal and external clients. Through partnerships with the Stanford Ticket Office and Tessitura consultants, he/she facilitates the development of customers reporting and functionalities; database maintenance; and customization and enhancement of TNEW e-commerce site. In collaboration with Development colleagues, this position is responsible for the accuracy and integrity of donor and subscriber records.

The Assistant Director of Ticketing and Sales is responsible for recruitment, management and training of all ticket office staff, including part-time and student cashiers for advance sales in phone and window and Will Call for all performances. This includes enforcement policies and procedures for Ticket Office to ensure superior customer service.

With the General Manager, this position manages an accounting system consistent with Stanford accounting policies and procedures for cash handling and reconciliation and consistent with Stanford IT policies and procedures of credit card security processes relating to PCI compliance requirements.

Other responsibilities include acting as first-line problem solver for patron ticketing for campus and community constituents, fostering an excellent team culture of accountability and superior service, and contributing to marketing strategy and planning as part of the Marketing Team. Responsible for working closely with Development Department in establishing and maintaining relationships with donors, delivering donor benefits, managing priority seating requests, and donor holds to ensure a superior level of donor satisfaction.  In addition, is responsible for developing and implementing operational policies and innovations to continually improve ticket Office operations and service.

**CORE DUTIES**

* Independently implement, administer and evaluate day-to-day activities of the unit, function or program. Act as key contact.
* Collect and analyze data, create reports, review and explain trends; formulate and evaluate alternative solutions and/or recommendations to achieve the goals of the program or function.
* Analyze and interpret policies; develop, revise and implement procedures for program or function.
* Represent the program or function within the department, unit or school. May also represent the program or function to external constituencies.
* Organize and/or participate in outreach activities that may include communications, events, training, and/or conferences. May participate in development of budgets or oversee budgets and monitor and approve expenditures.
* May direct staff to perform various tasks and assignments. May also supervise staff.

*\* - Other duties may also be assigned*

## Qualifications

**MINIMUM REQUIREMENTS:**

**Education & Experience:**

Bachelor’s degree and three years of relevant experience, or combination of education and relevant experience.

Knowledge, Skills and Abilities:

* Demonstrated ability to prioritize own work and multi-task.
* Demonstrated excellent organizational skills.
* Demonstrated ability to take initiative and ownership of projects.
* Ability to communicate effectively both orally and in writing.
* Ability to routinely and independently exercise sound judgment in making decisions.
* Demonstrated experience working independently and as part of a team.
* Relevant subject matter knowledge.
* Ability to direct the work of others, for jobs requiring supervision.

**Certifications and Licenses:**

None

**PHYSICAL REQUIREMENTS\*:**

* Constantly perform desk-based computer tasks.
* Frequently stand/walk, sitting, grasp lightly/fine manipulation.
* Occasionally use a telephone.
* Rarely lift/carry/push/pull objects that weigh 11-20 pounds.

*\* - Consistent with its obligations under the law, the University will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of his or her job.*

**WORKING CONDITIONS:**

**WORK STANDARDS:**

* Interpersonal Skills: Demonstrates the ability to work well with Stanford colleagues and clients and with external organizations.
* Promote Culture of Safety: Demonstrates commitment to personal responsibility and value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.

**Subject to and expected to comply with all applicable University policies and procedures, including but not limited to the personnel policies and other policies found in the University’s Administrative Guide,**[**http://adminguide.stanford.edu**](http://adminguide.stanford.edu/)**.**

*Final offers of employment are contingent upon successful completion of national criminal background check, national sex offender registry search and, where applicable, driving record.*

*Stanford is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other characteristic protected by law.*

## Job

**:** Administration

## Location

**:** School of Humanities and Sciences

## Schedule

**:** Full-time

**Grade:** H

**Job Code:** 4121