

## TICKETING MANAGER | KAIWHAKAHAERE TĪKITI - JOB DESCRIPTION

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**THE ROLE:** Ticketing Manager | Kaiwhakahaere Tīkiti  
**RESPONSIBLE TO:** General Manager | Kaiwhakahaere Rauemi  
**RESPONSIBLE FOR:** Part time Ticketing and Box Office staff  
**DEPARTMENT:** Ticketing  
**TERMS:** Permanent – Full Time

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### ROLE PURPOSE

Lead and deliver the ticketing function for Q Theatre, ensuring a high-performing ticketing service to ticket purchases and Q's clients. Contribute to the budgeting, targeting, and forecasting processes, enabling data driven decision-making and foreseeing operational considerations to provide accurate projections. Provide regular sales reports, advice and insights to producers and promoters. Manage the Q Ticketing Team.

### KEY RESPONSIBILITIES:

- Manage the day-to-day running of Q's Ticketing operation.
- Manage and maintain Q's casual pool of ticketing staff, ensuring a high level of competency and customer service
- Develop and maintain relationships with all hirers, providing consultation on ticketing strategy where necessary
- Maintain a relationship with PatronBase (Ticketing Software provider) and take responsibility for communicating internal (Q Theatre) and external (customer and hirer) feedback to them.
- Utilise knowledge and experience of ticketing across a wide variety of events to provide insight on current trends and developments in ticketing and audience development.

### SPECIFIC RESPONSIBILITIES:

#### BOX OFFICE

- Effectively manage the Box Office staff roster in conjunction with the Visitor Experience Manager.
- Ensure Box Office stock and equipment is ordered in a timely manner.
- Work flexible hours and be available to operate the Box Office as necessary especially special events such as opening nights, previews and Festivals.

#### CUSTOMER SERVICE – CLIENTS

- Oversee the creation of productions in PatronBase (show builds) and Q Theatre's website as the primary contact between Q Theatre and our hirers.
- Maintain the efficiency and accuracy of show builds, providing guidelines for uniformity of content to the best of our ability for the optimal customer experience.
- Oversee financial reporting and delivery of settlement reports both internally and to Q Theatre's clients.

#### CUSTOMER SERVICE – AUDIENCE

- Set the standard for customer service across Q's ticketing service.
- Manage daily incoming sales and queries.
- Oversee the processing of online and phone bookings, group bookings, school group bookings and other specialty ticketing services.

# JOB DESCRIPTION AT Q

- Receive customer complaints and either respond in person or pass on appropriate contact details of the department manager. Always feedback these complaints, as necessary, to other Q teams so that the service Q offers develops and improves.

## **DATABASE & SYSTEMS**

- Keep up to date with PatronBase's capabilities, training staff as necessary and utilising the system to best serve the requirements of Q Theatre and its hirers.
- Ensure ticketing related technology is maintained and updated as necessary.
- Ensure Q's database accurate and maintained.
- Provide feedback and insight on data and trends to all relevant Q departments
- Regularly monitor customer account and production sales data to ensure a high level of quality is maintained.

## **GENERAL ADMINISTRATION**

- Produce detailed daily banking and reconciliation reports to ensure the accuracy of Q Theatre's ticket sales.
- Create annual budget for the Ticketing Department and ensure financial targets are met and expenditure is at agreed levels.
- Work with Q Theatre's Production and Front of House team to ensure accuracy of venue layouts across Q Theatre's spaces.
- Oversee the maintenance of Box Office and Ticketing process manuals, ensuring knowledge and use of systems is coherent and consistent.
- Act as Q's Privacy Officer, maintaining the Privacy Policy as required and ensuring all staff are aware of Q's responsibilities towards personal data and its use.

