

NEW MEXICO GAY MEN'S CHORUS

Job Description

Ticket Manager

The New Mexico Gay Men's Chorus ticket manager will be responsible for all aspects of ticketing for NMGMC concerts, both concerts for which the Chorus directly sells tickets and concerts in which ticket sales are conducted by the venue. Specific responsibilities include:

- set up and manage ticketing on Eventbrite for concerts for which NMGMC sells tickets directly (Hiland)
- coordinate ticketing with venues that handle ticket sales for NMGMC concerts at their venue (National Hispanic Cultural Center, Lensic)
- direct the box office operations at concerts for which NMGMC sells tickets directly (Hiland)
- coordinate with other NMGMC personnel to assign, manage, and distribute tickets to season ticket holders and sponsors, along with any comp tickets, for all concerts and venues
- monitor the tickets@nmgmc.org mailbox and the ticketing customer service phone line in order to respond to all customer service questions and requests

While experience with Eventbrite is not required, some tech proficiency is needed in order to learn the Eventbrite ticketing system to set up and manage each concert, including ticketing setup and seating charts. The ticket manager will also be responsible for using and training others to utilize Eventbrite for box office ticket sales at the concerts and the Eventbrite mobile app to scan tickets at the door.

Good communication and customer service skills are essential, both in-person at concerts and by email and phone throughout the season. Flexibility and composure in dealing with ticketing issues, often under time constraints, is an advantage.

The NMGMC ticket manager will work independently but closely with the NMGMC business administrator and tech administrator.