

**Ticket Office Supervisor**  
**University of California, Berkeley**

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

<b>Job Title</b>	Ticket Office Supervisor
<b>Department</b>	
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Aug. 2, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Fiscal Services Arts/Museum/Theater Admissions/Student Records/Registrar
<b>Apply Online Here</b>	<a href="https://apptrkr.com/5480793">https://apptrkr.com/5480793</a>

**Apply By Email**

**Job Description**

Image not found or type unknown



**Ticket Office Supervisor**

**About Berkeley**

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

## Ticket Office Supervisor University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit [grow.berkeley.edu](http://grow.berkeley.edu).

### **Departmental Overview**

Cal Performances presents and produces outstanding artists from the Bay Area, the United States, and around the world in performances and community involvement, with the fundamental belief that the arts are vital to our society locally, nationally, and internationally. In support of these goals, Cal Performances is committed to maintaining top-quality facilities for our artists, audiences, the University and community.

As a member of the Ticket Office supervisory team, the position is responsible for the efficient operation of all Ticket Office activities associated with Cal Performances' fine arts and rental events in five different venues.

### **Application Review Date**

The First Review Date for this job is: August 5, 2024

**Ticket Office Supervisor**  
**University of California, Berkeley**

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

## **Responsibilities**

### **Ticket Sales Management & Supervision**

\*In the absence of the Ticket Services Manager and as assigned, function as the lead Ticket Office Manager at fine arts and rental events and supervise Cal Performances' ticket office operations and staff.

\*Under the direction of the Ticket Services Manager and in coordination with the other Assistant Manager(s), hire, train, evaluate, schedule and supervise the Ticket Office Cashiers in the phone room and at the ticket windows as needed. \*Prepare and/or reconcile daily cash, check and credit card deposits for submission to the Cal Performances Finance Office. \*Maintain, disperse and balance the ticket office cash fund.

\*Update and maintain the Cal Performances voice-mail and call-sequencing systems.

\*Respond to incoming emails regarding ticket sales questions and customer services issues. \*Process donations, group sales, subscription and single ticket sales as needed.

### **Event Management & Supervision**

\*Prepare Cal Performances' fine arts and rental events for night/day of show sales, including releasing holds, running reports, and pulling tickets as needed.

\*Function as the lead Ticket Office Manager at fine arts and rental events and supervise Cal Performances' ticket office operations and staff.

\*Fully represent Cal Performances' Ticket Office at events, acting as liaison between the Ticket Office and artists, agents, and promoters, as well as Cal Performances' front of house and technical staff.

\* At events, effectively respond to event related issues affecting patrons, ticketing, late seating, crowd control and general public problems. Employ customer service techniques to mutually resolve critical issues and ultimately resolve all customer problems and complaints during and after events.

\*Supervise Ticket Office staff working performances.

\*Balance and ring in all monies collected during night of show ticket sales and maintain, disperse and balance the ticket office cash fund.

**Ticket Office Supervisor**  
**University of California, Berkeley**

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

\*Prepare and distribute final event sales reports and voucher detail reports to promoters, artists, and Cal Performances staff as appropriate.

**one or more of the following projects:**

**SchoolTimeProgram Supervision**

SchoolTime is Cal Performances discounted matinee program for local K-12 school groups.

\* Act as point person for sales and primary liaison to teachers and other school personnel for Schooltime performances. \* At SchoolTime events, effectively respond to event related issues such as ticketing problems, late seating, crowd control, and accessibility.

\*Prepare and distribute final event sales reports for SchoolTime events to artist management and Cal Performances staff as appropriate.

**Group Sales Administration**

\*Act as point person for sales and primary liaison to group leaders for group ticket sales.

\*Manage group sales contracts and follow up on outstanding group sales orders.

**Community Ticket Donation Program**

\*Respond to requests for ticket donations from various charitable organizations.

\*Fill completed donation ticket orders as needed.

**Account Merging and Database cleanup**

\* Per guidelines established by Systems, monitor account merging project in Tessitura.

\* Supervise cashier account merging.

\* Assist cashiers with database and account questions.

**Required Qualifications**

**Ticket Office Supervisor**  
**University of California, Berkeley**

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

Proven ability to organize and successfully communicate information to the public regarding a wide range of events, services, policies, and procedures.

Demonstrated working knowledge of computer systems and software with experience using state of the art computerized ticketing systems, preferably Tessitura Arts Enterprise Software and Ticketmaster classic. Excellent verbal and written communication skills to effectively work with a diverse staff and public. Demonstrated ability to pay attention to detail, in order to ensure daily reconciliation of cash, check, and credit card transactions.

Excellent knowledge and experience in customer service, event management and ticket office sales techniques. Ability to work under constant pressure of deadlines in a fast paced environment.

Demonstrated organizational ability to simultaneously work on multiple projects with competing deadlines and to prioritize workload and establish goals.

Extensive cashier training, including phone, mail-order, internet, and walk-up sales.

Proven supervisory and leadership skills to effectively assist in recruiting, selecting, hiring, training, motivating, developing and evaluating part-time staff.

Strong sense of initiative and the ability to work both independently and as part of a team.

Must be able to successfully pass a criminal background check

**Preferred Qualifications**

Experience working within a non-profit performing arts organization.

1-3 years direct Ticket Office experience.

Familiarity with a variety of fine arts genres and artists.

Experience working with computerized ticketing software, Tessitura and Ticketmaster preferred. Supervisory/management experience.

Bachelor's degree preferred.

**Salary & Benefits**

Ticket Office Supervisor  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The hourly range that the University reasonably expects to pay for this position is \$29.31 - \$36.60

### **How to Apply**

To apply, please submit your resume and cover letter.

### **Conviction History Background**

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

### **Equal Employment Opportunity**

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).



Ticket Office Supervisor  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=242551>

Downloaded On: Aug. 10, 2024 11:27am

Posted Aug. 2, 2024, set to expire Nov. 28, 2024

To apply, visit

[https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_S](https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S)

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact

N/A

University of California, Berkeley

,