



*The Broward Center builds community through the arts by delivering quality entertainment, educational opportunities and memorable moments that engage and inspire audiences, nurture collaboration and drive economic vitality.*

### **Director of Ticketing Services & Sales**

The Director of Ticketing Services and Sales provides operational direction for the Ticketing Department including staff management and performance metrics to ensure a quality guest experience. Ideal candidates would possess the following:

#### **CORE COMPETENCIES:**

- **Customer Focus** - Knowing and anticipating customers' needs and acting accordingly.
- **Leadership** - Achieving results through people by successful objective setting, performance review, motivation, delegation, teambuilding, commitment gains, and empowerment.
- **People Development** - Assess skill strengths and weaknesses and determine what actions are appropriate to build and/or improve needed skills.
- **Problem Solving** - Identify problems and issues of varying complexities and to find effective solutions.

#### **SKILLS AND ABILITIES**

- Manage staffing including recruitment, training, coaching, and performance management.
- Support staff on event builds, inventory management, holds, presales, up-sales, fraud detection, data governance and customer service standards in a contact center environment.
- Maintain productive relationships with vendors and partners.
- Develop and implement work processes to evaluate and monitor sales and customer service.
- Implement solutions to increase productivity, financial results and enhance customer experience.
- Partner with Marketing and Programming Departments to analyze and develop revenue goals, pricing strategies, inventory management practices, reports, and new initiatives.
- Partner with Finance Dpt. to ensure timely and accurate settlements and reconciliations.
- Partner with Guest Services Dpt. to provide effective guest services support to customers.
- Work with the Development Dpt. to identify sales goals and deliverables.
- Ensure consistent and secure controls are in place for inventory management, cash management, box office settlements, and internal audits.
- Develop, manage and monitor the Ticketing Services department's annual operating budget.

**SUPERVISORY RESPONSIBILITY:**

- Leads and manages a team of 17+ employees in varying roles including managers, supervisors and box office representatives.

**EDUCATION AND EXPERIENCE:**

- Minimum 5+ years managing event ticketing operations.
- Experience and enthusiasm for hiring, training, managing and coaching staff.
- In-depth knowledge of ticketing system software (Ticketmaster experience preferred but not required) and proficiency with Microsoft Office products.
- Experience developing and implementing quality assurance programs and measurements.
- Demonstrated competencies in communication, customer service and business ethics.
- Proven problem-solving, conflict resolution, negotiation, and mediation skills.
- Able to work a flexible schedule including nights, weekends, and holidays when required
- BA/BS Degree or any equivalent combination of training and experienced.

Please submit your resume to: [directorsalesticketingsearch@browardcenter.org](mailto:directorsalesticketingsearch@browardcenter.org).