

PERFORMING ARTS CENTER AUTHORITY



BROWARD CENTER
FOR THE PERFORMING ARTS

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.

Revision Date: 4/16/2018 2:25pm

Job Description for Job Title: Inventory Control Analyst

Department: Ticketing Services

Department Director: Director of Ticketing Services

Reports To: Inventory Control Manager

GOAL

The Inventory Control Analyst ensures successful implementation of ticketing and inventory processes and provides first-class customer service to internal and external clients promoting Performing Arts Center Authority (PACA) as a premier performing arts organization.

OBJECTIVES

- Execute the event build process in the ticketing system to meet deadlines.
- Execute all aspects of ticketing and inventory processes and systems to maximize sales availability.
- Assist in implementing effective processes that ensures accuracy and efficiency.
- Maintain a productive relationship with internal and external partners to accurately and efficiently complete event set-up and support sales.
- Actively contribute to the enhancement of the PACA's culture.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Support inventory control processes between Ticketmaster, the Broward Center and partners utilizing a third-party or split inventory ticketing system.
- Coordinate the build for subscription series events with Programming and partners on Account Manager.
- Consistently meet internal and external deadlines in building events with accuracy.
- Collaborate with the inventory staff to design, implement, manage, and document the inventory control processes including quality assurance.
- Create event settlements on day-of-show, as needed.
- Analyze per event sales information and makes recommendations for dynamically changing pricing and/or creating special offers and other marketing initiatives to increase ticket sales.
- Manage offer set-up, price changes and sales reporting with discount ticket marketing partners.
- Strive to eliminate inventory control errors to mitigate ticketing financial risk.
- Will communicate with all necessary departments to ensure correct ticketing information is added to Broward Center's Admin WebTool.
- Utilize professional interactions, effective communication, and relationship development throughout all PACA situations.
- Work with the Inventory Control Manager to set and work towards professional development goals and actively engage in the Performance Appraisal process.
- Will act as a liaison between user groups and PACA venues regarding the implementation of ticket riders as assigned.
- Attend all necessary internal and external meetings in order to provide and receive accurate and timely communication regarding the coordination of the Ticketing Services Department's

Name: _____

- initiatives/objectives.
- Requires your physical presence at PACA or any other PACA designated work location for all or majority of work hours in the performance of your foregoing duties.
- Comply with all personnel policies.
- Maintain regular attendance and punctuality.
- Complete additional responsibilities as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Skilled with Ticketmaster operations and internet-based ticketing systems.
- Strong organizational, computer adaptability, problem solving and resolutions skills.
- High detail-oriented.
- Able to work seated at a computer for long periods of time.
- Able to work flexible hours, including nights, weekends and holidays.
- Skilled in Windows based programs.
- Able to communicate effectively, both verbal and written, in English.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

- AA or Higher: Business/Management/Sales/or any equivalent combination of training and experience.
- 1-3 years' experience in ticketing inventory management and box office operation.

☐ *I have reviewed the above job description with my supervisor. I fully understand it and accept it and will perform the responsibilities as described.*

Employee Signature

Date

Immediate Supervisor Signature

Date

HR Job Description Coordinator Signature

Date