



We are looking for a resourceful, innovative person with an entrepreneurial spirit and a passion for music. We are a small startup founded by industry leaders who are working to fill a need in the live entertainment landscape.

#### **THE JOB – TICKETING MANAGER – MONTEREY/ROCKLIN, CA**

We are seeking a Ticketing Manager to support the management of ticket operations for various clubs, theatres, and arenas across the U.S., ensuring all related ticketing matters operate within the scope of company standards, policies, and procedures.

- Build events on various ticketing platforms (Prekindle, TM, AXS, TIXR, ETIX, SeeTickets/Eventim, etc.) for 3<sup>rd</sup> party and Owned & Operated venues.
- Oversee event on-sales for accuracy and communicate event activity with talent buyers and agents.
- Assist and support local box office/ticketing staff in any of their job functions, as needed.
- Implement pricing and ticketing initiatives and standards across 3<sup>rd</sup> party and Owned and Operated venues.
- Ensure a positive and creative team environment within the department.
- Exhibit excellent inter-departmental communications and organizational ability among all other department heads.
- Promote and provide superior customer service in all guest interactions.
- Assist in the settlement and reconciliation of ticket sales for ticketed events.
- Set up and settle tickets through various distribution channels (i.e., Groupon and Artist Fan Clubs).
- Review 3<sup>rd</sup> party event builds for an accurate financial setup.
- Ensure an accurate and timely flow of event and general venue information both intra-departmentally and to the general public.
- Work with the VIP team on upsells, inventory management, and any other tasks as they arise.

- Position may require on-site venue coverage, which will include night of show management, staffing, and providing equipment needs.
- Other tasks as needed by the Head of Ticketing.

**WHAT THIS PERSON WILL BRING:**

**Required:**

- Experience in Box Office / Ticketing Management
- Proficiency with a variety of ticketing sales platforms
- Flexible Schedule (days/nights, weekends, and holidays)
- Leadership, Management, and Customer Service
- Tolerance of all cultures, music, and art forms
- High School diploma required

**Preferred:**

- Experience in a live environment operation
- 1-2 years of Event build experience with Ticketmaster, AXS, ETIX, TIXR, or Prekindle.
- Experience in Microsoft Applications (Outlook, PowerPoint, Word, Excel, etc.)
- Experience in Prioritizing, Time Management & Multitasking
- Experience in open communication & email etiquette

The working environment is fast-paced and can be loud and stressful

**Learn more about our hiring practices:**

<https://gate52.com/hiring-practices/>

Apply at [Careers@gate52.com](mailto:Careers@gate52.com)