



Job Posting

Ticketing Operations/Customer Service Manager

Position Overview:

We are seeking an experienced and dynamic **Ticketing Operations/Customer Service Manager** to join our team. In this role, you will oversee all aspects of ticketing operations and customer service, ensuring exceptional guest experiences while managing and supporting a dedicated team of part-time and full-time staff.

Key Responsibilities:

- Lead, train, and supervise the customer service and ticketing team to achieve departmental goals and provide outstanding service.
- Develop, implement, and maintain policies and procedures to ensure efficient and effective operations.
- Conduct comprehensive customer service training programs for staff across all relevant departments.
- Manage and optimize the ticketing platform (e.g., eTix) for seamless ticket sales and event access.
- Handle customer inquiries, complaints, and feedback, providing solutions that enhance customer satisfaction and loyalty.
- Collaborate with other departments to improve overall guest experiences and operational efficiency.
- Monitor and analyze key performance metrics, implementing improvements to meet or exceed service standards.

Qualifications:

- Bachelor's degree in Business, Hospitality, or a related field (preferred).
- A minimum of 5 years of experience in a customer service role, with at least 2 years in a supervisory capacity.
- Proficiency in ticketing platforms such as eTix, with a strong understanding of platform functionality and analytics.
- Excellent leadership, organizational, and problem-solving skills.
- Strong communication and interpersonal abilities, with a passion for providing outstanding service.
- Experience in policy development and procedural documentation.
- Ability to work flexible hours, including evenings, weekends, and holidays as needed.

Why Join Us?

We are committed to fostering a collaborative and inclusive workplace that values creativity, innovation, and excellence. As a member of our team, you will play a pivotal role in shaping the customer experience and driving operational success.

How to Apply:

Interested candidates are invited to submit their resume and a cover letter detailing their qualifications and relevant experience to lbixler@cvsr.org. Please include "Customer Service/Ticketing Operations Manager Application" in the subject line.