

J O B D E S C R I P T I O N



POSITION: TICKET SERVICES DIRECTOR
DEPARTMENT: Marketing
STATUS: Full-time/Exempt (On-site)
COMPENSATION: \$68,700 - \$70,000 Annually
START DATE: October 2025 (negotiable)

ABOUT THE POSITION

South Coast Repertory (SCR) is seeking a Ticket Services Director to lead the Box Office team, which includes two full-time Associate Ticket Services Directors, part-time Ticket Services Leads, and Representatives. This position is integral for stewarding relationships and fostering loyalty with SCR's patrons through engaging with ticket buyers and building a culture of exceptional quality customer service. Through SCR's integrated database, Tessitura, the Ticket Services Director plays a key role in the customer research and data analysis functions that inform subscription and single ticket campaigns. As a SCR Tessitura super-user, this role also works interdepartmentally to spread awareness of the database's customer relationship management features, provide training and support, and assist with data gathering solutions.

ABOUT THE ROLE

Ticket Services Operations

- Set, maintain, and revise ticket service policies and best practices with the Director of Marketing & Communications. Document and maintain policies as part of a comprehensive ticket services training manual and oversees the training of staff in policies and procedures.
- Lead, engage, and supervise the Ticket Services Staff, including hiring, training, motivating, monitoring data entry, conducting employee evaluations, and creating a positive customer service environment.
- Foster customer loyalty by ensuring that patrons receive the highest quality of customer service through ticket sales, exchanges, subscription orders, information queries, and the fielding/resolution of customer feedback.
- Maximize ticket income through dynamic pricing and demand management practices in collaboration with the Marketing & Communications Director.
- Manage the ticket services budget, including monthly expense/labor projections and account reconciliations.
- Reconcile daily ticket sales cash and deposits. Supervise deposits with the Accounting staff.
- Oversee daily sales reports and availability reports, ensuring their accuracy and timely distribution.

Database Administration

- Serve as main administrator of the Tessitura ticketing system, including building and maintaining the ticketing infrastructure, performance calendars, subscription and single ticket price types, promotional codes, vouchers, gift certificates, and all other ticketed items.
- Serve as Tessitura super-user to share database best practices, functionality support, and training company-wide. Develop strategies to maximize its use and efficiency in marketing and ticket services.
- Oversee ticket design and formatting, as well as design of gift certificates, vouchers and all other ticket services-generated documents.
- Oversee the design and development of Tessitura-generated ticketing reports for multiple departments' use in conjunction with the Marketing & Communications Director and General Manager.
- Supervise the creation and release of ticket services emails through Tessitura, collaborating with the Marketing department on concept and messaging.

- Maintain data integrity of the Tessitura integrated database with the Development, Conservatory, IT, and Marketing Departments.
- Participate in ongoing Tessitura training.
- Track and report computer and software related issues in the Box Office.

Marketing

- Engage in marketing strategies and sales campaigns designed to promote the theatre in the community, including single ticket sales, group sales, subscription renewals, new subscription acquisition, and ticket processing.
- Collaborate with the Assistant Director of Marketing and Marketing Coordinator on group sales marketing efforts, including planning, list targeting and extractions, emails, mailings, special promotions, events and related activities.
- Oversee Associate Ticket Services Directors in monitoring group sales goals and providing customer service to group leaders.
- Collaborate with the Assistant Director of Marketing to formulate a comprehensive timeline of subscription campaign prep, ticketing build, and deadlines.
- Participates in audience engagement efforts as needed, including but not limited to research, outreach, events and special promotions.
- Review ticket sales promotions and proof marketing emails and materials.

ABOUT THE PERSON

Qualities and skills that best serve a Ticket Services Director may be:

- Minimum of 3 years of ticketing experience, with 2 years in a management position
- Passion for connecting audiences with the performing arts through superior customer service
- Articulate, organized, detail-oriented professional with strong mathematical and interpersonal communication skills
- Experience with Tessitura (required), reporting software (InfoMaker preferred), mass email applications (Wordfly preferred), and third-party ticket consignment integrations (i.e., Today Tix)
- Familiarity with ADA compliance related to ticketing
- Commitment to equity, diversity, inclusion and belonging, and enthusiasm to nurture an anti-racist work culture

SCR CULTURE AFFIRMATIONS

The Ticket Services Director serves as an essential contributor to South Coast Repertory's culture and success by embracing these affirmations:

- **I am a leader.** My actions drive the success of SCR by expanding our impact, building community support, and delivering results for our team. I lead by example.
- **I am a collaborator.** I bring my best, contributing my unique skills fully as we co-create our work. Our interdependent team navigates the unknown together.
- **I am a lifelong learner.** I commit to continuous growth – for myself and of others – by staying current in my field and supporting a culture of initiative and innovation.
- **I serve as a representative of SCR.** I embody SCR's mission, vision, and values in all aspects of work.
- **I am an advocate for an inclusive workplace.** I celebrate the contribution of diverse perspectives. I work to create an environment of safety, support and accountability so everyone can thrive.

WORKING CONDITION

Regular tasks of this position may include:

- Sitting for 5-6 hours at a time
- Speaking to ticket buyers over the phone and in-person
- Occasional travel required for conferences

COMPENSATION

SCR offers a comprehensive compensation and benefits package including a retirement plan with a 2.5% employer match, escalating paid vacation, sick, mental health days and holidays, health benefits including medical, dental, vision, life and long-term disability insurance, complimentary tickets, and paid parking.

TO APPLY

Please submit a cover letter, resume, and three references to jobs@scr.org.

ABOUT THE COMPANY

Tony Award-winning South Coast Repertory, founded in 1964, is led by Artistic Director David Ivers and Managing Director Suzanne Appel. While its productions represent a balance of classic and modern plays and musicals, SCR is renowned for its extensive new-play development program—The Lab@SCR—which includes one of the nation’s largest commissioning programs for emerging, mid-career, and established writers. Of SCR’s more than 500 productions, one-quarter have been world premieres. SCR-developed works have garnered two Pulitzer Prizes and eight Pulitzer nominations, several Obie Awards, and scores of major new-play awards. Located in Costa Mesa, Calif., SCR is home to the 507-seat Segerstrom Stage, the 336-seat Julianne Argyros Stage, and the 94-seat Nicholas Studio.

SCR is a proud equal opportunity employer, embraces diversity, and is committed to creating an inclusive environment for all employees.