



COLLEYVILLE HERITAGE HIGH SCHOOL THEATRE BOOSTER CLUB
VOLUNTEER POSITION DESCRIPTION

Ticketing Coordinator

Revised for 2019/2020

The Ticketing Coordinator is responsible for overseeing all ticket operations. This includes advance ticket sales, day-of-performance ticket sales, will call, ticket issue resolution, and ticket receipts reconciliation. The Ticket Office Coordinator oversees the recruitment, training scheduling and supervision of ticketing volunteers.

The Ticketing Coordinator reports to the Treasurer.

Essential Functions

- Oversee all areas pertaining to ticketing
- Recruit volunteers to assist with ticketing functions (advance sales, day-of-performance ticket office operations, post-production ticket reconciliation)
- Train ticketing volunteers on ticketing procedures (advance ticket sales, day-of-performance ticket office, will call, ticket issue resolution)
- Supervise ticketing volunteers and ensure that ticketing procedures are being followed
- Schedule ticketing volunteers to work in the ticket office for performances
- Assist the Theatre Arts Directors with the design and production of printed ticket stock
- Work with the Treasurer and Theatre Arts Directors to ensure the proper accounting for ticket inventory and ticket receipts/revenue

Talents Needed for Success

- Advance organization skills and attention to detail
- Familiarity with inventory and cash handling controls
- Ability to manage volunteers to successful outcomes

Programs

- Ticketing Operations