



Ticketing Representative (Part-Time)

The Folly Theater, a National Historic Register building on Kansas City's Avenue of the Arts, opened in 1900 and is the city's oldest performing arts venue. The Folly presents world-class artists in its Jazz Series and Americana Series, an intimate listening room series featuring local singer-songwriters, and a Kids Series with performances targeted to school groups. The theater also is home to diverse rental client events, including chamber music, classical concerts, dance, comedians, burlesque, and drag shows.

Reports to: Ticketing & Administration Manager

Applicants may send resume and cover letter to contact@follytheater.org

Job Summary:

The Ticketing Representative will work alongside Ticketing & Administration Manager in ticketing-related tasks on event days sold by the Folly Theater. Events run primarily in September – May period. This position would help in providing top-notch customer service and a welcoming experience to both historic and new patrons attending Folly Theater events.

Key Responsibilities:

- Assist customer ticket purchasing tickets day of performance through ticketing system (TicketSage)
- Verifying customer order information to hand out alphabetized-arranged ticket packets
- Be able to search ticketing system for patron purchase information to verify order status and re-print physical tickets that may have been lost or never received
- Maintain current and accurate customer purchasing information including demographic and contact details for future communication
- Assist season ticket holders with premium customer service and attention to detail for their needs
- Other needs as assigned

Skills needed for a successful experience in this position:

- Computer comprehension, learning and adaptability
- Excellence in customer service, especially face-to-face
- Excellent verbal communication skills
- Ability to navigate potentially stressful situations
- High energy, enthusiasm, professionalism, and friendly demeanor
- History of accuracy with cash-handling and reporting

Characteristics for a successful experience in this position:

- Highly organized and detail-oriented with ability to manage multiple priorities
- Love of the arts and passion for facilitating high quality entertainment experiences
- Background in ticketing
- Knowledge of arts community and downtown Kansas City

This job description is not intended to be a finite, exhaustive list of assigned tasks. Rather, it provides a general sense of the position's responsibilities and expectations. The essential functions of this position may change as operational needs demand.

This is a seasonal part-time position, based on frequency of events. Compensation is commensurate with experience.

All qualified applicants shall receive consideration for employment without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, or veteran or disability status.