



The Milwaukee Choristers, Inc.
EVENT ADMISSIONS MANAGER

The Milwaukee Choristers, Inc. is seeking a dedicated, conscientious individual to fill a new part-time staff position, Event Admissions Manager (EAM), as soon as possible.

General Description

The Event Admissions Manager, a contracted staff position, is responsible for managing our concert (and other events) admissions process from start to finish for the Choristers' Fall (December) and Spring (April) concerts. This includes (but is not limited to) managing advance online ticket sales, box office setup and breakdown, volunteer recruitment and training, and management of the on-site admissions process, which includes comp admissions, cash and credit ticket sales, and entry ticket scanning.

Term

September 1 through April 30, renewable

Qualifications

Required

Project management experience/problem-solving skills

Basic math skills

Cash handling knowledge/experience

Customer service experience

Preferred

Box office/front of house/event admissions experience

Management/supervisory experience, especially with volunteers

Compensation

\$1,040, paid in 8 equal installments of \$130

Reports to

Board Treasurer

Interacts with

Public Relations Chair

Website Administrator

Staff Accountant

Volunteers

Administrative Coordinator

Duties and Responsibilities

1. Set up online ticket sales process in the ticketing & event management application in September for Fall Semester and January for Spring Semester
2. Monitor frequently, throughout each semester, online ticket purchases and associated donations, troubleshooting any technical issues
3. Manage door admissions sales ticket process for each concert cycle (2 performances each cycle).
4. Setup/breakdown, staff, and manage box office/admissions table(s), with volunteer assistance, including transporting needed supplies and equipment (laptop, signage, printer, etc.) to venue
5. Obtain/replenish change for cashbox
6. Recruit & train volunteers for:
 - a. Cash and credit card ticket sales table(s)
 - b. Ticket scanners at entry (app on smartphone)
 - c. Ushers (programs, venue & concert information)
7. Maintain and monitor complimentary ("comp") admission lists
8. Maintain and monitor records of cash/check purchases at venue
9. Ensure that all funds are kept secure and promptly (cash & checks from door sales) deposited to Choristers' bank account
10. Organize ticket sales statistics in spreadsheet form and transmit to Staff Accountant at least one week prior to the next Board of Directors meeting
11. Provide ticket sales report(s) data from ticketing/event management application and on-site box office to Staff Accountant and Treasurer at least one week prior to next Board of Directors' meeting
12. Work with Staff Accountant to reconcile funds received overall with reported attendance figures from box office
13. Periodically provide requested patron data, such as patron email addresses, to Fundraising Chair and/or other volunteers for use in fundraising and marketing communications

Expectations of Event Admissions Manager

The EAM is expected to:

- Behave in an exemplary manner while interacting with Choristers' and venue personnel and concert patrons
- Understand relevant policies and procedures of the Milwaukee Choristers, Inc.
- Work on site at event venues on all performance days and times
- Manage and maintain security of funds (cash, checks) and equipment and supplies
- Safeguard and maintain confidentiality of relevant personally identifiable information (PII) of patrons and donors
- Occasionally tour new-to-us venues as needed to determine best admissions setup and needs
- Ensure that the event admissions process is executed in a timely, efficient, and patron-friendly manner.
- Communicate proactively with Treasurer about any concerns or questions
- Communicate proactively with Treasurer and Staff Accountant in regards to fund deposits, sales reports, supplies, and other needs

Work Locations

Hybrid. Mostly virtual early in each semester; required to work on-site at venues one weekend in December, one weekend in April. Occasional meetings may be virtual or in-person.

Time Commitment Required

Specific duties and responsibilities, and the time of year, will require varying time commitments. November, December, March, and April are typically the busiest months. This may vary to include ticketed events scheduled outside our usual concert calendar.

To Apply

Application review is ongoing until the position is filled.

Please email Dr. Sally Stanton, Administrative Coordinator, briefly stating your interest and qualifications for this position, and attaching your resume and including a link to your LinkedIn profile if you have one.

Send your email and resume to: admin@milwaukeechoristers.org

For more information about the Milwaukee Choristers

Visit www.milwaukeechoristers.org