



## LONG CENTER - JOB DESCRIPTION

**Job Title:** Part-Time Group Sales Coordinator  
**Reports To:** Senior Manager, Ticketing and Sales Services  
**FLSA Status:** Non-Exempt, Part-Time  
**Department:** Box Office

**Summary:** Responsible for planning and carrying out the Group Sales efforts for The Long Center's Long Center Presents series. The ideal candidate is a skilled, outgoing sales person who is a great oral communicator with a passion for marketing, sales, and the arts. Essential duties include, but are not limited to:

- Research potential Group Sales clients & establish relationships via phone calls, in-person meetings, e-mail, etc., discussing in-depth the shows/events which would interest their particular group. Must learn about and have a detailed understanding of all the shows being offered.
- Along with the Box Office Manager, maintain excellent relationships with existing Group Sales clients/customers through phone calls, e-mails, handwritten notes, holiday greeting cards, etc.
- Help generate & produce creative Group Sales promotions and ideas for shows/events. Help write copy for e-mails and printed materials as needed.
- Answer Group Sales phone calls that come in directly or are transferred from the regular phone lines, providing enthusiastic & helpful service and information about Groups. Also, checking voicemails several times daily and responding promptly.
- Handle the sale of Group tickets through the Spectra ticketing software system, recording & organizing pertinent information such as client/customer account number, deposit information, payment due date, group leader contact information. Also, handling checks, cash, and correctly recording & summarizing daily sales information on proper forms to be turned in at the end of each day.
- Assist the Box Office Manager with building special Group Sales-related promo codes.
- Maintain, and keep organized, electronic folder of invoices in Shared Drive along with spreadsheet of due dates.
- Maintain spreadsheet of confirmed Group Sales, by show, to be shared with the Event Manager on the night of the show.
- Maintain Group Sales information tab in the shared Box Office Google Sheet, updating daily to give the office the most up-to-date information regarding Group Sales programs, pricing information, promo codes, etc.
- Answer the regular Box Office phone line as needed, providing helpful & superior customer service.
- Work Box Office windows during events/shows as needed, providing helpful & superior customer service.



**Qualifications:**

- Combination of education and relevant experience will be evaluated.
- Experience & Internships in marketing, sales, especially in the arts, are preferred.
- Proficient knowledge of Microsoft Office products.
- Ability to work independently, producing excellent & efficient results, is strongly desired.
- Excellent organizational skills and ability to handle multiple tasks with frequent interruption, producing excellent results.
- Excellent communication skills, including being a strong oral communicator, along with great problem-solving & analytical skills.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.