

## **Manager – Ticketing Credentials Operations**

Are you a Ticketing and Credential expert and love diving into the details of a Ticketing system? Do you have a strong attention to detail and the ability to provide a superior level of customer service to both your internal peers and departments and external guests? Do you have experience setting up a Box Office, call center and staffing on site as well as working behind the scenes? If so, check out KAABOO!

Forget what you know about music festivals, we're shifting the paradigm and have started something new. KAABOO is the perfect weekend escape, described in a word that comes from whatever we feel like yelling when we're high on life and having fun. KAABOO is a curated three-day sound voyage that combines rock-n-roll music and taste making events in a modern wonderland on the warm shores of the pacific. Where every detail is designed for your enjoyment and clean, comfortable amenities inspire you to break from your busy life, let loose and enjoy the experience.

Visit [www.kaaboodelmar.com](http://www.kaaboodelmar.com) for more information.

### **Responsibilities:**

- Manage all ticketing and credentials needs:
  - Manage and negotiate with vendors
  - Ensure pricing is approved by management and accounting and manage to a budget
  - Place orders in a timely manner to ensure quantity and quality and delivery times are met to meet or exceed guest expectations
  - Develop credentials system along with management and safety/security team
  - Ability to critically analyze data and develop custom reports, as needed
- Manage Ticketing Technology Provider:
  - Work closely with Ticketing Technology Provider(s) for orders, trouble shoot issues pro-actively with support from Ticketing and Credentials Operations Lead
  - Ensure guests are receiving superior service, no glitches with the ticketing system with support from Ticketing and Credentials Operations Lead
  - Assist in the creation promo codes as needed with support from Ticketing and Credentials Operations Lead
  - Reporting for management team to track sales, revenue, and other reports as needed with support from Ticketing and Credentials Operations Lead
  - Interpret reporting data to assist in forecasting future needs, potential sell-out, or other important factors as needed
- Guest Services Support:
  - Hire, train and manage call center representatives and on-site personnel. with support from Ticketing and Credentials Operations Lead
  - Ensure all staff are living the KAABOO vision and providing superior customer service to all guests with support from Ticketing and Credentials Operations Lead
  - Ensure guests are receiving a prompt, accurate and friendly response to all inquiries, normally within 24 hours of email or voice mail with support from Ticketing and Credentials Operations Lead
- All other duties as assigned

**Qualifications/Requirements:**

- Bachelors degree preferred
- Minimum 4 years experience working in a ticketing system, Eventbrite preferred, but not required.
- Previous supervision experience
- Superior computer skills, both MS and Mac based environments, as well as Google Drive
- Proficient in Microsoft Excel
- Superior guest services skills
- Successfully and positively interact with all levels and departments in the organization, as well as vendors and on-site partnerships

If you are looking for an excellent opportunity to join a growing and entrepreneurial spirited company, please send resume and salary expectations to [jobs@kaaboolc.com](mailto:jobs@kaaboolc.com).