



Job Title: Ticketing Coordinator

Department: Education and Interpretation

Reports to: Director of Education & Interpretation

Starting hourly wage range: \$10.50 to \$12.50 (Full Time)

General Summary of Qualities:

The Greater Cleveland Aquarium is seeking a highly organized, computer savvy, collaborative, customer-facing, team member. The Ticketing Coordinator is responsible for ensuring ticket sale operations run smoothly and efficiently.

The Position:

As a Ticketing Coordinator you will:

- Develop an in-depth understanding of our ticketing software system including point of sales, back-end, and e-commerce.
- Program and monitor ticket sales for general admission, education groups, group sales, events, promotions, and other programs.
- Ensure website content is up to date and coordinate with marketing team to update as needed.
- Work with Membership Coordinator to program and monitor sale of annual passes, and passholder tickets.
- Work with the Education Team, and ticketing software company, to develop and monitor new modules for education sales, group sales, birthday parties, overnight programs, and gift cards.
- Act as point person for troubleshooting ticketing issues by collaborating with the ticketing software company, corporate IT, and Aquarium team members to resolve issues quickly and efficiently.
- Facilitate the sales for education groups, group sales, birthday parties, and other programs by performing accounts payable tasks such as creating invoices, processing payments, and generating receipts.
- Function as Aquarium liaison for credit card processing company, by developing an understanding of new software and equipment, facilitating ticket refunds and chargebacks, and communicating with appropriate parties to troubleshoot issues.
- Produce monthly ticketing reports by formatting and analyzing data from the ticketing system.
- Send and track surveys for education groups, group sales, programs, and events.
- Provide customer support via phone, email and in-person.
- Organize and keep inventory of IT hardware including scanners, printers, monitors, cords, machines, etc.
- Carry out some additional office management duties.
- Answer phones to the Aquarium main line when the Office Assistant is out of office.

Position Preferences:

- Highly organized
- Excellent communication skills

- Detail oriented
- Comfort and experience with technology
- Ability to think critically, problem solve, and troubleshoot obstacles
- Prior database or ticketing software experience is a plus
- Flexible work schedule to accommodate weekends and holidays

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently sit and use of hand dexterity for fine movements and handling
- Occasionally walk, bend, stoop, crouch, and reach
- Occasionally lift and carry supplies up to 30 pounds

To Apply

The Aquarium is an EOE employer. To be considered for this position, please submit your resume to Erin Carpenter, Director of Education and Interpretation, ecarpenter@greaterclevelandaquarium.com.