



TICKETING MANAGER

Position type: Full Time

Pay range: \$50,000 - \$60,000

Location: Hybrid (at least two days a week in the office)

Transforming Philadelphia through the power of film.

As the producer of the Philadelphia Film Festival and creative force behind the Philadelphia Film Center and PFS at the Bourse, the Philadelphia Film Society (PFS) raises awareness of film as an important art form in Philadelphia and serves as a vital piece of the city's arts and culture community.

The Ticketing Manager will be responsible for the overall ticket operations of PFS including daily film screenings, special events, and rentals at the Philadelphia Film Center and PFS Bourse Theater and the annual Philadelphia Film Festival (PFF).

The Ticketing Manager is an integral part of the Operations team working closely with Programming, Development, Marketing, and Venues, and reports to the Director of Theater Operations.

PRIMARY DUTIES AND RESPONSIBILITIES

- Work with the venue General Managers and Director of Theater Operations to develop ticketing, pricing policy, and strategy.
- Manage all ticketing backend functions including tickets, festival badges, and package link builds, inventory management, promo-code setups, refunds, reporting, and third-party collaborations
- Report all weekly sales through ComScore system or directly to studio contacts
- Monitor the customer service inbox and answer questions, process refunds and exchanges, and complete other requests as needed
- Serve as point of contact for all rental ticketing needs including show builds, reporting, and ticket processing.
- Provide settlement documentation (including event sales audit, complimentary ticket recap report, receivables report, and scanned ticket count) to the finance department at the conclusion of rental events to ensure quick and accurate event settlement
- Serve as point person for accounts payable for studios, reviewing billing statements for accuracy and forwarding to finance for payment
- Develop, administer, and manage the ticketing system in line with company policy and best practice procedures and recommend improvements and updates as required to ensure the best use of the latest technology
- Ensure the consistent and accurate reporting of monthly sales, liaising with the Finance department, and resolving discrepancies as required
- Work alongside venue General Managers to ensure that Theater Staff has the latest pricing and ticketing information; train new Theater Staff in sales and ticketing processes
- Monitor and record ticket sales on a daily basis and assist all departments with sales knowledge
- Maintain good working relationships with all Box Office suppliers, including PFS's ticketing system supplier and web developers

PHILADELPHIA FILM SOCIETY

PFS Bourse Theater | Philadelphia Film Center | Philadelphia Film Festival

1412 Chestnut Street | Philadelphia, PA 19102 | www.filmadelphia.org



- Source all materials for festival ticketing needs including badges, lanyards, etc.
- Provide festival ticket wrap reports, highlighting insights and trends
- Other duties as assigned

SKILLS

- Ability to effectively and efficiently handle multiple, simultaneous, and complex tasks and projects within a fast-paced context
- Ability to develop constructive and cooperative working relationships with others; is adept at creating a positive, collaborative and entrepreneurial work environment
- Excellent verbal and written communication skills with exceptional attention to detail
- Proficiency in MS Office Suite
- Maintains professional growth and development through continuing education, including participation in conferences, workshops, and professional affiliations

QUALIFICATIONS

- Bachelor's degree highly preferred but not required
- At least three years of event ticket operations experience
- Detailed knowledge of computerized ticket sales and box office operations, Salesforce or Agile experience highly preferred
- A successful track record in setting priorities; keen analytic, organization, and problem-solving skills that support and enable sound decision making
- Experience having worked with a high-performance, collaborative, constructive peer group
- Availability to work flexible hours which include evenings, weekends, and holidays
- Personal qualities of integrity, credibility, and a commitment to and passion for PFS's mission
- Experience and familiarity with Philadelphia and the cultural community a plus

COMPENSATION

Salary and benefits are competitive and commensurate with experience. The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job, nor is it to be interpreted as a contract for employment. PFS is an Equal Opportunity Employer. Recruitment, hiring, promotions, and other terms, conditions, and privileges of employment shall be maintained in a manner that does not discriminate on the basis of age, race, creed, color, national origin, sex, sexual orientation, gender expression, marital status, physical or mental disability, veteran status, or military status, or in violation of any applicable Federal, state or local legislation.