

ERIE COUNTY AGRICULTURAL SOCIETY
ERIE COUNTY FAIR, HAMBURG, NEW YORK
TICKETING & BOX OFFICE COORDINATOR
Full-time, Exempt

Job Overview

The Erie County Agricultural Society is looking for a Ticketing & Box Office Coordinator to support the annual Erie County Fair and the year-round ticketing operations.

Ticketing & Box Office Coordinator Essential Functions

- Work directly with the CEO, department Managers, show promoters and staff
- Prepare admission gates, Grandstand box office and entrances for the Erie County Fair
- Support ticketing staff, promoters and guests through problem solving and resolution via excellent customer service
- Communicate and work directly with Saffire Ticketing to fulfill ECAS' needs as it relates to the Erie County Fair, the Festival of Lights, and year-round Fairgrounds events (ie. Craft shows, trade shows, etc)
- Work with Department Heads to collect, process and fulfill Fair credentials/ticketing requests
- Coordinate and fulfill the Erie County Fair company picnic and group ticket sales program
- Supervise personnel (125 seasonal employees and 20 year-round box-office staff), which includes all box office and fair scheduling, work allocation, training, enforcement of internal procedures and controls, and problem resolution; evaluates performance; motivates employees to achieve peak productivity and performance.
- Assists in reviewing ticketing needs and procedures with promoters; prepares on-sales, including building the events in the ticketing system, and conducts final event sales audits.
- Monitors and maintains integrity of cash-handling and fiscal procedures, with assistance of the Accounting Department. Oversees cash and credit card deposits and reconciliation of event transactions.
- Provides detailed sales and financial reports on a timely basis; maintains all ticket records.
- Performs miscellaneous job-related duties as assigned.
- Prepare Incident Action Plans to be sent to town emergency management and emergency services
- Communicate with Fairgrounds show promoters to obtain marketing and show information
- Prepare settlements for all ticket events at the Fairgrounds
- Work with staff to Facilitate Fairgrounds event survey post events

Abilities

- Set-up and maintain Ticketing software and fulfillment tracking
- Ability to gather data, compile information and prepare reports
- Knowledge of cash management principles and/or procedures
- Ability to participate in and facilitate group meetings
- Positive attitude, confidence, high standards of execution, solid problem-solving skills with a sense of urgency regarding problem resolution and flexibility
- Ability to learn quickly and be self-motivated

- Team player who works independently with minimal supervision
- May exercise indirect and general supervision over part-time and/or seasonal employees
- Ability to push/lift 50lbs
- Strong computer skills and experience with Microsoft Office (Word, Excel, Outlook etc.)
- Ability to work nights, weekends and holidays

Requirements

Bachelor's degree suggested. Exposure to marketing, communications, sales, business administration or related field environment is a plus. Prior Fair experience and experience with ticketing, specifically but not limited to Saffire ticketing, is a benefit.

To apply send resume to: jobposting@ecfair.org

All applicants are thanked in advance and advised that only those selected for interviews will be contacted.