

Director of Ticket Operations – The Dollar Loan Center

The Company: Foley Entertainment Group owns the NHL's Vegas Golden Knights, the Henderson Silver Knights, the Vegas Knight Hawks, The Dollar Loan Center and several other entertainment and hospitality-focused entities including the NBA G League Ignite

Essential Functions:

The Director of Ticket Operations is responsible for the day-to-day operational management of Dollar Loan Center Arena ticket office, within the scope of the organization's accepted policies and procedures. The ideal candidate will have an ability to work efficiently, accurately, and effectively under pressure and the ability to complete and prioritize tasks in a timely manner. The candidate should have experience in AXS back office management, including but not limited to, reporting, revenue management, training, staff management and guest relations.

Primary Responsibilities:

- Serve as the lead for all Ticket Operations related needs at The Dollar Loan Center
- Hire, train, motivate, and mentor the Ticket Office Staff
- Report key metrics and sales reports daily and upon request from senior leadership
- Work closely with venue and team staff on event day responsibilities as well as Ticket Operations policies and procedures
- Develop strong working relationships with promoters, ticket staff, guests, and partners
- Manage the hiring, training, scheduling, and day-to-day supervision of all Ticket Office personnel
- Ensure all Ticket Office staff adheres to the company's ticket operations policies and procedures
- Collaborate with internal departments and external event personnel to ensure all ticketing needs are addressed
- Organize and oversee nightly Ticket Office operations during events (Ticket Sales, Will Call, Ticketing Scanning, etc.)
- Create a positive & collaborative working environment and maintain staff morale
- Ensure Ticketing department delivers exceptional customer service to all guests and works proactively to resolve any issues that arise
- Build and maintain all third-party events for DLC in AXS
- Assist talent buyers, tour personnel and internal staff, as necessary, with event programming, reporting, ticket holds and other ticketing details
- Assist with the monitoring of all ticket inventory
- Collaborate with pricing team to monitor and dynamically price tickets to maximize revenue
- Ensure ADA Compliant Ticketing Practices
- Perform daily Ticket Office reconciliation, prepare deposits, and run daily financial reporting
- Responsible for the preparation of all Ticket Office settlement reports on event nights
- Other duties, as assigned

Key Competencies and Experience:

- Bachelor's degree in business/sales/marketing/sports management or similar concentration
- 5+ years of Ticket Office management and operations experience required
- Proficiency working in the AXS ticketing system with a deep understanding on how to best utilize the AXS ticketing system.
- Ability to train and educate ticket operations, ticket sales/service staff to maximize AXS efficiencies and capabilities
- Strong attention to detail, excellent verbal and written communication skills, and superior customer service skills.
- Able to work efficiently, accurately, and effectively under pressure,
- Ability to complete and prioritize tasks in a timely manner
- Ability to provide leadership, engage in positive interaction with staff and guests, prioritize, organize, motivate staff, problem solve, delegate, follow-up,
- Enthusiastic, creative, and able to think both strategically and tactically
- Highest level of personal and professional integrity
- Experience working with CRM systems
- Detail-oriented with a strong ability to work under pressure to meet strict and fluid deadlines
- Proficiency with Microsoft Office applications (Outlook, Excel, Word, etc.)
- Willingness and ability to work long hours, including holidays and weekends,

Schedule Overview:

- In addition to working regular business hours, must be prepared to work nights, weekends, and holidays
- Must be prepared to work and/or staff ticket operations team for all DLC events as assigned

Our Culture:

- No ego, 'We' not 'Me' approach to everything we do
- Positive energy
- Relentless work ethic
- Always advance