



# MARKETING & TICKETING ADMINISTRATOR

## POSITION SUMMARY

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Coordinates administrative office services such as coordinating general business activities for Marketing and ticketing team and themselves with creating marketing emails, customer service, updating ticketing spreadsheets and other administrative activities for Transparent Productions. Interprets operating policies. Exercises independent judgment in the resolution of administrative problems

## ESSENTIAL DUTIES AND RESPONSIBILITIES

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The essential functions include, but are not limited to the following:

- ADMINISTRATION – Assist the marketing team with administrative support with creating and paying invoices, creating ad-packs, shipping and managing digital assets. Ordering print assets for venues and street team members. Sourcing volunteers for street teams.
- CUSTOMER SERVICE – Manage incoming customer questions through all channels (email, social media, voicemails, processing orders, troubleshooting, etc)
- MARKETING – Assist with creating email blast and text campaigns.
- TICKETING – Update ticket counts spreadsheets on a weekly basis. Print and track consignment tickets
- EVENT MANAGEMENT – May be asked to help as needed at events in areas such as box office, catering, volunteer coordinating and sponsorship coordinating.

## ABOUT THE CANDIDATE

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General skills and abilities:

- Excellent written and verbal communicator
- Ability to multitask and work under deadline
- Organized and detail oriented
- Proficient with Google Apps and Microsoft Excel
- Self starter that takes initiative and is a quick learner
- Flexible and able to change plans on the fly
- Highly motivated with the ability to work without close supervision
- Team player that likes to have fun

## QUALIFICATIONS

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- Degree in business, psychology, or communication preferred
- Good oral and written communication skills
- Highly organized and detailed-oriented
- Knowledge and understanding of the Christian music industry
- Must be able to work in a fast paced environment managing various projects and able to work under pressure with deadlines
- Flexible with work schedule as some project will require weekend and evening hours
- Bi-lingual a plus

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## PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.

## NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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**Report to:** VP of Marketing

**Start Date:** January 2019

**Employment Status:** Full-time, non-exempt

**Salary Range:** TBD, based on experience

*Some travel will be required. Will work some nights and weekends.*

*Transparent Productions is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.*

## TO APPLY:

Please send Resume, Cover Letter, Myers Briggs profile, Enneagram and StrengthsFinder (if you've taken it) with subject line "Marketing & Ticketing Administrator Application" to [trisha@transparentproductions.com](mailto:trisha@transparentproductions.com)