



SALES AND EVENTS COORDINATOR

Position Overview:

The Sales and Events Coordinator is responsible for all aspects of ticketing events at Mechanics Hall and is often the first contact for clients and visitors, serving as the Hall's liaison to the public. In addition, the Sales and Events Coordinator will assist sales and event operations with client customer service and event detailing. They will perform all ticketing functions and processing in support of client and Mechanics Hall events and will work with the Sales team and Event Operations Manager to satisfy client needs.

Responsibilities:

- Manage the entire ticket process from client ticketing contract and event creation through event-day box office operations and post-event ticket settlement
 - Coordinate with Mechanics Hall staff, clients, patrons, and ticketing software company as primary contact to assist with all ticket-related issues.
 - Maintain ticket scanning equipment and offer instruction and support to ushers to ensure patron and client satisfaction along with Volunteer Program Manager
 - Build floor plans, maintain controls and accountability for tickets and money in accordance with organizational standards.
 - Provide standard settlement documentation in support of all ticket activity to include maintaining box office cash handling requirements
 - Generate ticket sales reports for clients and for staff
 - Qualify incoming sales inquiries by collecting information for distribution to Sales and Events Manager and/or Director of Sales and Events
 - Assist the Director of Sales and Events with sales processes, including but not limited to client correspondence, follow-up surveys, obtaining testimonials, invoicing, detailing events, advising attendees on accessibility needs, etc.
 - Assist the Event Operations Manager and Volunteer Program Manager with event logistics, if needed
 - Accurately enter and manage data in EventPro CRM Software
 - Provides back-up administrative duties such as answering telephones, greeting visitors, accepting deliveries, and other duties as assigned
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Qualifications:

- Minimum 1 year of box office, event sales, or planning experience or an Associate or bachelor's degree in Hospitality, Event Management, or related field
- Excellent verbal and written communication, organizational and time management skills
- Experience and enthusiasm for working with clients and the public
- Scrupulous attention to detail and follow-through
- Carry out routine duties and responsibilities with limited supervision
- Exceptional Customer Service skills
- Ability to become knowledgeable about event services and guidelines to successfully answer client and patron questions
- Flexibility and enthusiasm for new projects, as designated by management
- Demonstrated ability working in high pressure, fast-paced environment
- Proven ability in conflict resolution in a high profile/high volume environment



- Proficiency in Microsoft Office suite of applications, and the ability to quickly learn new software.
- Experience with CRM software preferred

This part-time, hourly position reports to the Director of Sales and Events.

Range of pay is \$20-\$23 per hour based on skills and experience. The number of hours per week will vary depending on the events schedule, but the Sales and Events Coordinator is expected to be scheduled 24-30 hours per week. Some night and weekend availability required.

Applicants must include a cover letter and resume. No phone calls, please. Email jobs@mechanicshall.org

Organization Overview:

Mechanics Hall is considered the nation's finest pre-Civil War performance hall and it is a beloved community gathering place in Central MA. The Hall is a 501(c)3 non-profit organization owned and operated by the Worcester County Mechanics Association. Our mission is to serve the community by offering the Hall for events that enrich, inspire, and enlighten. It is a National Historic Landmark building and has served the Worcester community since 1857.

Equal Opportunity Employer:

Mechanics Hall is an equal opportunity employer and contractor. We do not discriminate and do take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions and other conditions of employment against any employee or job applicant on the bases of race, color, religion and creed, gender and gender expression, age, national origin and ancestry, disability, marital status, sexual orientation, military status, veteran status, and any other characteristic protected by law. We recognize the injustice of job discrimination in any form and require the full cooperation of all Mechanics Hall employees to ensure the successful operation of our Equal Employment Opportunity Policy.