



Director of Ticketing and Box Office

SPI Entertainment is a leading Production Company & Talent Agency with six successful resident award-winning shows in the entertainment capital of the world, Las Vegas, and several shows touring internationally. With a successful track record of building entertainment brands and partnering with world-class entertainers, SPI has become the preeminent Theatrical Producer & Talent Agency in Las Vegas and beyond. Current Productions include, Boyz II Men, Human Nature Juke Box, Mike Tyson: Undisputed Truth, Australia's Thunder From Down Under, Divas - Starring Frank Marino, The Australian Bee Gees Show, Night School 4 Girls and the boutique concierge service for women, VegasGirlsNightOut.com.

Job Description:

This position reports to the Vice President and CEO. Responsibilities include management of ticket sales, account executives, broker relations and oversee various box office activities.

Job Responsibilities Overview:

- Enhance and generate revenue through ticket sales
- Train and motivate SPI ticket staff, off-site box office staff, and broker agents
- Liaison between hotel box offices and SPI for implementing pricing, creating promotions, tracking coupon codes and receiving reports
- Oversee reservations department and employees
- Oversee the ticket office, box office, and will call operations at all events
- Maintain the company's Vendini account and venue seating manifest
- Perform all ticketing operation and reporting tasks within the company's ticketing system including but not limited to custom reports, building events, seat maps, packages, pricing, etc.
- Monitor daily occupancies and activate sales initiatives as needed to increase occupancy
- Review show reports daily to determine proactive sales initiatives for future performances and make note of any major occupancy fluxuations
- Provide detailed reports to the Vice President and CEO for all ticket sales activity

- Provide monthly, quarterly and yearly sales reports for Vegas Girls Night Out to the CEO
- Run quarterly ticket agent sales reports and use to track agent earned commission
- Provide oversight of the database to record ticket sales information including sales from SPI, brokers, and box office
- Work closely with the CEO of Vegas Girls Night Out to determine packaging, pricing and promotions.
- Work closely with the public relations firms and hotel properties on special event nights
- Assist in hiring SPI ticket sales staff and sales team members
- Strive at all times to make the company a first-class professional entertainment organization
- Work diligently to build and strengthen relationships with corporate partners, the media, the fans and the community
- Attend networking events and be an active member of industry organizations such as LVHA, LVRTA, INTIX and SNHCA
- Work at all times to provide the ultimate entertainment experience to all patrons
- Facilitate, monitor and operate complimentary ticketing processes for all shows
- Creates all facets of ticketing and ticketing collateral for all new existing shows
- Attend all sales, marketing and ticketing meetings with hotel partners for SPI shows
- Audit box office reports and compare actual tickets redeemed to ticket sales reported
- Develop sales and marketing initiatives with hospitality companies
- Maintain current and establish new relationships with ticket selling brokers, wholesalers, and concierge
- Manage all ticket sales through SPI, including affiliate and concierge programs
- Oversee duties of broker relations & promotions coordinator and sales administrative assistant, delegating additional responsibilities or completing their tasks as needed
- Monitor digital advertising campaigns for shows, providing suggestions based on ticket sales data and adjust campaigns as needed to maximize return on investment
- Complete competitive show analysis for potential shows
- Additional duties as assigned by the Vice President and CEO

Qualifications:

- Minimum 5 years professional tickets sales experience in the Entertainment field
- Preferred, but not required, Bachelor's Degree in Business Management, Marketing, Hospitality or other related fields
- Must be proficient in Microsoft Office programs, especially Excel and Word.
- Must be 18+ years old
- Be organized, focused, efficient, professional and self-motivated
- Available during regular business hours with a flexible schedule to accommodate last minute needs and occasional evening events
- Be comfortable with adult themed entertainment
- Entertainment/Hospitality/Ticketing/Sales background is a plus

What we offer:

- Competitive Salary
- Medical
- 401k Plan
- Exciting, fast-paced and entrepreneurial culture
- Possibilities for growth and advancement