



Position: Sr. Manager, Ticket Operations

Position Overview:

The Cincinnati Open is held every August at the Lindner Family Tennis Center, 20 miles north of Cincinnati in Mason, Ohio. The tournament is one of the prestigious ATP Masters 1000 events on the men's tour and a WTA 1000 event for the Women's Tennis Association (WTA).

The Cincinnati Open is seeking candidates for a full-time Senior Manager of Ticket Operations who will be responsible for managing operations within the Ticketing Department, including programming and ticket builds, leading custom service, and other related duties to ensure a high-level ticket operation. This position will report to the Director of Ticket Operations. Due to the nature of this industry, the candidate must be available to work a flexible schedule including weeknights and weekends.

Essential Functions and Duties:

- Build, scale, manage reports and inventory in ticket platform database
- Work with Director of Ticket Operations and Senior Director, Strategy to build yearly pricing and inventory matrix models.
- Manage and train a team of Fan Services Interns (8) and tournament week window volunteers
- Maintain up to date buyer data through ticketing platform and Salesforce
- Serve as a strategic partner to the Premium Sales and Service team by partnering in renewals, on-sales, and customer service throughout the season.
- Assist customers with purchases and questions through inbound and outbound calls and emails
- Provide excellent customer service experience
- Assist with overseeing ticket operations including but not limited to ticket technology and equipment, digital tickets, grounds entry, and premium access scanning on site
- Act as the lead point of contact during the tournament for ticket operations and managing usher teams around the site
- Other duties deemed necessary or as directed
- Work directly with the finance team to build and manage reports for financial reconciliation.

Requirements:

Knowledge, Skills, and Abilities

- Strong technical knowledge of ticketing systems and CRM platforms.
- Exceptional attention to detail and accuracy in data management.
- Highly organized with the ability to manage multiple projects simultaneously.



- Possess creative, strategic, and quantitative skills
- Proficiency in Microsoft Office products and advanced skill set in Microsoft Excel
- Display excellent written and oral communications skills
- Ability to work with the public and possess conflict resolution skills.
- Strong communication skills and ability to collaborate across departments.
- Ability to adapt in a fast-paced, evolving environment.

Education and Experience

- Bachelor's Degree (4-year degree) required
- 4+ years of previous ticketing experience required
- 2+ years of leadership experience preferred
- Experience with SeatGeek suite Ticketing products is preferred but not required.

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, disability, gender identity, marital or veteran status, or any other protected class.