

## TRANSCENDENCE THEATRE COMPANY IS HIRING!

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Thank you for your interest in a career with Transcendence Theatre Company.

Transcendence Theatre Company is a non-profit organization working to integrate arts and service in the community, deliver top quality performances, and create an enriching environment for all artists to explore and create in a healthy and sustainable environment.

We are passionate about delivering magical experiences on stage and off, and are looking for team members who want to use and develop their skills to contribute to the mission of our company: *Creating extraordinary experiences that inspire others to live their Best Life Ever and make a profound difference in the world.*

Our Core Values drive our company forward and members of our team are committed to living these values out in their daily lives. It is our goal to serve each other, the company, and the community through art and to make a difference in the lives of the people around us through our Transcendence Connects projects, community service, and education programs in addition to performances throughout the year. Learn more on our website at [www.TTCsonoma.org](http://www.TTCsonoma.org).

If that also describes you, we'd love to talk more about the career opportunities listed below.

### SALES COORDINATOR

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#### POSITION MISSION

This member of the Transcendence team will effectively coordinate various sales related activities for the Development and Marketing Teams.

All Team Members are expected to understand and embrace the 8 COMPANY CORE VALUES:

1. Go Beyond the Usual Limits
2. Create Transcendence Through Service
3. Commit to Your Own Great Health
4. Collaborate in a Spirit of Harmony Toward the Vision
5. Create a Culture of Discipline & Adventure
6. Communicate with Honest, Respect & Gratitude
7. Strive Always for Sustainability
8. Innovate and Trailblaze

#### DUTIES AND RESPONSIBILITIES

- Develop and execute sales plan for group ticket sales; achieve \$180k group sales in 2019 (\$169k in 2018)
- Develop and execute a plan for merchandise sales; achieve \$20k merchandise sales in 2019 (\$13k in 2018)
- Recruit, train, and lead volunteer merchandise sales team that sells TTC merchandise
- Develop and execute an out-bound tele-sales plan for new ticket launches and sales initiatives
- Create and manage sales plan for Season Tickets; goals are 15% of audience in 2019 and 25% in 2020
- CRM duties:
  - Improve sales analytics to upgrade patron retention tactics and programs to enhance the patron experience
  - Deliver excellent customer service in an efficient manner
  - Analyze historical, current and future performance/market trends and create selling strategies and incorporate findings in sales plans
  - Maintain customer data base including legible records on Group sales

- Quickly respond to customer issues, comments and problems to ensure a quality experience managing resolution with other departments as necessary.
- Develop Strong Partnerships with community groups and businesses
- Participate in trade shows with community and professional organizations to maintain high visibility
- Maintain accurate, legible records and files to provide group history, ensure future and current quality service and enhance future prospects
- Participate in trade shows with community and professional organizations to maintain high visibility and the achievement of sales and revenue goals
- Perform special projects and other responsibilities as assigned and participate in task forces and committees as requested
- Maintain flexibility to travel and attend group-specific trade shows, customer events and complete sales calls
- Conduct accurate and timely reporting for weekly, monthly and annual deadlines

#### REQUIRED SKILLS:

- Exceptional customer service and communication skills
- Highly skilled at sales planning and project management (time and resource allocation)
- CRM proficiency and experience
- Proficient in Google G Suite (Gmail, Google Calendar, etc)
- Proficient in Microsoft Office Suite (Word, Excel)
- Proficient with Apple/Mac OS

#### EDUCATION AND WORK EXPERIENCE:

*Preferred but not required*

- 3-5+ years of sales related experience with a track record of results
- Experienced with creating strategies, organizing projects and leading/managing effective teams
- Bachelor's degree in sales, marketing, business, hospitality or other related field

Do you value working in a fun, innovative, and professional environment? Do you want to work with smart and creative individuals and have the opportunity to play a critical role in building a company that makes a difference in the world?

If you're thinking ... "That's me!" and you meet the requirements above, please submit the following:

- Cover Letter
- Resume

**Please send materials to [hire@ttcsonoma.org](mailto:hire@ttcsonoma.org) to apply.**