

PATRON SERVICES MANAGER

Purpose of the Job:

The Patron Services Manager will ensure a hospitable, smooth and efficient operation for the best patron experience. They are responsible for the overall day-to-day operations of the Ticketing & Front of House functions for VSO, including managing daily sales, responding to patron inquiries, running will call at each show. They are responsible for configuring and monitoring the Arts People Box Office ticketing system, tracking daily sales and deposits, ticket account management and fulfillment, and supervising volunteers.

This role is highly visible and interacts with sponsors, vendors, clients, resident arts organizations as well as all VSO patrons. They will lead by example at all times and provide the highest level of customer service to all guests.

ESSENTIAL JOB FUNCTIONS

Key Responsibilities:

Daily Box Office Operations

- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests, and train any box office personnel/volunteers in customer service standards.
- Provide rapid response to patron inquiries via phone and email.
- Handle sales, Member bookings, exchanges, and other typical box office ticketing needs.
- Process comp tickets for company members and related constituents.
- Collect and process RSVPs for members of the press.
- Book incoming group sales.
- Proactively reach out to new partners for additional group sales.
- Manage data entry for new patrons into the Arts People Box Office ticketing system.
- Enforce box office policies such as exchange fees, no refunds, no babes in arms, etc.

Ticket Management and Reporting

- Maintain comprehensive and current documentation of current ticket sales for all performances.
- Set up events and membership programs in the Arts People Box Office ticketing system, maintain seating manifests, maintain financial records, and manage the preparation, presentation, and settlement of all event box office statements.
- Advise and assist with the implementation, reporting, and generating of event report data using the Arts People Box Office ticketing system
- Maintain good business relationship with Arts People Box Office, connecting with their support staff as necessary.
- Oversee the daily, weekly, monthly and yearly sales of tickets; entering and submitting data as required.
- Reconcile any issues between ticket sales and the financial department including shortages or overages in cash drawers.
- Stay abreast of current trends and best practices in non-profit arts ticketing, advising the implementation of new ticketing procedures as needed.
- Maintain good data practices within Arts People Box Office.

Show Operations

- Prepare and handle all tasks related to will call for each public performance.

- Execute proper cash handling and cash control procedures.
- Coordinate the setup and strike of all physical box office requirements for each event. Including, but not limited to: thermal printer, computer, credit card sweeper, lobby displays, sidewalk sandwich board, name tags, etc.
- As needed; hire, train, schedule and supervise box office staff/volunteers. Ensure all staff are fully trained in handling customer issues and explaining and enforcing company policies.
- Maintain a sufficient supply of thermal ticket stock on hand, ordering more as needed.

This is not a comprehensive list of job duties. Responsibilities may be subject to change at the discretion of the Board.

WORK SCHEDULE AND LOCATION:

Hours for this position are variable week to week. Performance weeks, work ranges from 15-25 hours/week. Non-show weeks, work ranges from 5-10 hours, with more hours in the 2 weeks immediately preceding opening.

There are three concerts each season, each one or two performances.

QUALIFICATIONS:

Minimum Qualifications.

- Knowledge of the Arts People Box Office system is preferred, but not required.
- Computer proficiency, and Google Apps (G Mail, Sheets, Docs,) required, along with general technical comfort and willingness to learn new technologies.
- Excellent verbal and written communication and documentation skills required.
- Candidate must be able to successfully handle multiple priorities in sometimes high-stress situations.
- Position requires the ability to accommodate a flexible schedule, including evenings and weekends, as well as being able to perform in a fast-paced, dynamic work environment.
- Candidate should have cash handling experience and experience in scheduling staff members.
- Candidate must also have the ability to work with the public and possess conflict resolution skills

Preferred Qualifications

- Good problem solving and strategic thinking skills.
- Ability to prioritize, identify critical issues and work towards results.
- Ability to work with multiple organizations proactively and professionally.
- The ideal candidate will be a self-starter with excellent time management skills.

Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Compensation will be commensurate with qualifications and experience.

Send cover letter, resume, and three references to vallejosymphony@gmail.com.