



<b>TITLE:</b> Audience Services Manager	<b>COMPENSATION:</b> \$41,000
<b>DEPARTMENT:</b> Audience Services	<b>HIRE DATE:</b>
<b>REPORTS TO:</b> Managing Director	<b>DIRECT REPORTS:</b> Box Office Coordinator, PT Box Office Staff, PT FOH Staff, Volunteers

SUMMARY DESCRIPTION:

The Audience Services Manager executes exceptional customer service while overseeing the operations of Front of House and special events. They are responsible for supervising the box office, front of house, and house management staff. They also oversee the sale of all tickets and accounting for transactions, ensuring the security of money exchanged between the patron and venue, and customer service and resolution. The Audience Services Manager is also responsible for overseeing the front-of-house coordination of staffing and volunteers and will work closely with the Marketing Team on the coordination of field trip reservations.

RESPONSIBILITIES:

- **Box Office and Front of House / House Manager**

Provides oversight and input on all areas of box office, front of house, and audience services. Serves as House Manager for all Magik programming, special events, and rentals, in conjunction with the Audience Services Coordinator. Establishes department schedules and determines box office hours. Hires, trains, schedules, and oversees full-time and part-time FOH and Box Office staff and volunteers, ensuring a highly functioning department both during regular business hours and at events, equipping and empowering them for independent success. Regularly review staff's customer service interactions and provide direction and feedback for improvement. Aid staff and/or assume responsibility for situations involving difficult patrons, complaints, or other negative experiences, ensuring a satisfactory resolution. Assign and ensure completion of departmental duties, including general patron inquiries, will-call prep, inventorying and ordering of supplies and equipment, group sales coordination, daily ticket counts, related newsletter and website content, etc. Serve as occasional supplemental ticket seller (phone and walk-up) on busy on-sale days, cover for absent box office, FOH, and House Management staff, including on nights and weekends.

- **Ticketing Software and Point of Sale Systems**

Serves as the main point of contact on behalf of the organization for the ticketing system. Builds and maintains all productions and season ticket packages in the ticketing system in collaboration with the Marketing Department. Researches other ticketing software and implements a changeover to an improved system, if needed. Manages point-of-sales software and devices for concession and merchandise sales. Ensures all equipment and technology related to Box Office, Concessions, and Merchandise operations is in working order. Immediately informs the finance team and Managing Director of any discrepancies or issues with ticket sales, cash receipts, and other financial reporting. Works closely with Education Manager, Marketing Manager, and Development Director on ticketing for workshops, summer camps, fundraising activities, and other ticketed events.

- **Reporting**

Tracks sales including cash, check, credit/debit card, coupons, or complimentary ticket transactions. Ensures accurate and timely ticket audits upon request of tour/production in advance of the event and for final settlement at the end of the event. Ensures delivery of periodic (weekly, monthly, and/or annual) reports for official bookkeeping and financial records, ensuring timely, accurate, and complete information. Ensures accurate and timely internal customized reports and lists for booking, marketing, fundraising, research, and other purposes as requested. Collects and analyzes data to evaluate the effectiveness of efforts and make recommendations for improvement.

- **Other**

Demonstrate proactive cross-departmental communication to ensure the accuracy and consistency of ticketing-related information within and outside the organization. Cultivate and maintain relationships with representatives at Total Info to ensure exceptional administration and support of software and training opportunities. Actively engage in professional development, explore industry trends and innovations, and develop a mutually beneficial nationwide network of peers and mentors. Evening, weekend, and holiday work may be required due to events, rentals, and outreach activities.

### REQUIRED EDUCATION, EXPERIENCE, & SKILLS

- Have a bachelor's degree and/or a minimum of three years experience with a nonprofit or for-profit organization in a management/leadership role
- Have an understanding of the theatre as a whole and how each part connects with and affects the other
- Demonstrate experience and capacity to lead, manage, motivate, and collaborate with staff, artists, Board, and volunteers
- Have the ability to successfully develop and implement long-term strategic and annual tactical plans

- Be a highly motivated self-starter with strong computer skills
- Exhibit stamina and a strong work ethic, as well as the flexibility to deal with unpredictable pressures and a variable flow of work activity with a small administrative staff
- Proficiency in using technology and software for event management and communication purposes
- Demonstrates ability to build partnerships with internal and external stakeholders
- Experience in recruiting, training, and managing volunteers
- Possesses flexibility to work in a fast-paced, dynamic environment

PHYSICAL & MENTAL REQUIREMENTS:

- Ability to lift up to 25 pounds
- Ability to sit for extended periods
- Ability to stand for extended periods
- Ability to use fine motor skills to operate equipment and/or machinery
- Ability to receive and comprehend instructions verbally and/or in writing
- Ability to use logical reasoning for simple and complex problem-solving