



## **Director of Patron Services**

The Patron Services Manager manages the daily operation of the Box Office and PatronManager, WET's patron database and ticketing system. They are responsible for staffing Front of House, overseeing the Front of House experience, and actively serve as the Box Office manager on duty in case of emergency.

### ***Typical duties include:***

#### **Supervise Front of House Staff**

- Create staffing schedule for Front of House.
- Hire, train, and oversee the Front of House staff.
- Manage Box Office during performances and development events for will call and rush ticket sales as needed.
- Inform the team of any special protocols or events happening in the building.
- Have ownership of and take responsibility for departmental decision making.
- In collaboration with The Ensemble, develop new strategies and processes to further enhance efficiency and quality of customer service.

#### **Strengthen WET Relationships with Patrons**

- Provide authentic and personal service to patrons, including ticket exchanges, accepting donations, and sharing information on productions via email and in person at the Box Office.
- Respond to customer service concerns with intention; including escalated or complicated interactions.
- In conjunction with the Director of Communications, help to respond to the "Box Office" and "Ticketing" emails, including forwarding web comments/emails.
- Participate in departmentally relevant tasks as needed.

#### **Manage PatronManager Database**

- Create ticketed events in PatronManager and process all subscriptions and single tickets.
- In collaboration with the Director of Marketing, review copy for ticketed events and Box Office, including all single ticket sale ads and promotions.
- Oversee daily ticketing management during productions in PatronManager.
- Provide accurate data entry and patron account maintenance in PatronManager for ticket sales and donations.

- Pull reports for WET's Director of Marketing and Director of Development as needed for emails and print material.

### **Gala Registration and Database Lead**

- Leads creation and maintenance of the annual gala within PatronManager's Auctions.
- Responsible for entering all in-kind donations, auction items, and pre-registration information into Auctions.
- Runs registration table at annual gala including checking in guests, entering donations made and reconciling winning bids for the silent auction team, and accepting payments.
- Leads a team of volunteers to ensure registration and auctions are a success.

### **Desired Interests/Experience**

- A genuine interest in theatre and in working with the public.
- Commitment to education and practice of racial equity, anti-racism, and social justice.
- A deep desire for our collective success.
- Familiarity or interest in increasing accessibility efforts for patrons.
- Interest in customer service.
- Interest in managing projects and people.
- Interest in learning and managing PatronManager.
- Demonstrated ability to appropriately manage confidential information.
- Basic accounting skills.
- Excellent communications skills, both written and verbal.
- A demonstrated ability to work effectively, both independently and as a team member.
- Ability to work a flexible schedule, including regular evening and weekend hours.
- Ability to multitask in a fast paced, sometimes high energy environment with seasonal workflow changes.

### **Review Period**

The position shall receive a yearly review at the end of the fiscal year headed by the Director of Marketing and the Director of Development. The review will focus on communication, availability, and suggestions for the future.

*Please note this is a 'staff' volunteer position that receives a slightly larger stipend. For more info, visit our **Ensemble Recruitment Information and Process** document on the **WORK WITH US** page of our website.*