

Manager of Patron Services

Arena Stage at the Mead Center for American Theatre, a national center for the production, presentation, development, and study of the American Theatre, seeks experienced candidates for Full time Manager of Patron Services. This position will report to the Senior Director of Sales and Patron Services and will be responsible for supporting the goals of Arena Stage in the day-to-day management of the Single and Subscription ticket Sales Office. Represent the concerns and customer service standards/needs of the staff, the theater, and the patrons.

Responsibilities:

- Supervise Associate staff in day-to-day operations of the Sales Office, including subscription and single ticket processing and allocate specific responsibilities to accommodate job tasks.
- Maintain efficient operations of the Sales Office at all times throughout business hours including the scheduling, training and hiring of Associates.
- Assign staff to assist with front of house pre-show duties.
- 3rd party sales fulfillment.
- Daily will call preparation including but not limited to: batch printing tickets, assigning house seats, and communicating with House Management Staff.
- Batch close outs, daily cash drawer and petty cash reconciliation.
- Process complimentary and paid ticket requests for patrons, staff, press, and donors.
- Complete daily and weekly pricing reports. Implement pricing updates and changes regularly.
- Complete financial, capacity and other reports and projects as assigned by the Senior Director of Sales and Audience Services.
- Maintain the highest level of customer service and handle any issues that arise.
- Assist in oversight of Telemarketing team.
- Other duties as assigned.
- Hours are Tuesday through Friday and Saturday or Sunday, 11:45-8:15.

Skills/Requirements: Bachelor's degree required. Ticketing background, knowledge of Tessitura software and 1-2 years customer service background required. Experience in management and training of a large staff is preferred. Excellent interpersonal and customer service skills; strong organizational skills and attention to detail; ability to work under pressure, prioritize and multi-task several projects as assigned; solid computer skills, experience with Tessitura.

Benefits: Vacation, medical and dental insurance, and 403(b) plan and life insurance/long term disability coverage upon eligibility.

To apply please email resume and cover letter to jobs@arenastage.org.