

**Patron Services Manager
for Next Act Theatre and Renaissance Theaterworks**

The role of **Patron Services Manager** is to oversee all front of house operations, including Ticket Office and House Management, and facilitate all accessibility needs for patrons of Next Act Theatre and Renaissance Theaterworks' 7 total yearly shows. This person works closely with the Marketing Directors and Managing Directors of both companies. The position of Patron Services Manager includes evening hours Wednesday-Friday and weekend hours during productions in addition to hours during the standard work week, not to exceed 40 hours per week.

Primary Responsibilities:

Ticket Office

- Sell tickets, add and update patron information through the Spektrix ticketing database
- Manage customer service related to ticketing including exchanges and patron questions
- Schedule and coordinate volunteer ushers for all performances
- Recruit, train, and disseminate all pertinent information to Ticket Office staff
- Provide support to Ticket Office staff during performances as needed
- Seek out and manage group sales for all productions
- Assist with coordination of community partnerships
- Prepare and distribute Ticket Office staff schedules
- Maintain and reconcile the Ticket Office cash bank
- Monitor Ticket Office supplies

House Management

- Recruit, train and disseminate all pertinent information to House Managers
- Prepare and distribute House Management schedules for all building performances
- Provide support to House Managers during performances as needed
- Maintain and reconcile the House Management cash bank
- Monitor bar and House Management supplies
- Serve as first point of contact for patron issues or emergencies, and coordinate emergency services and policies as needed during performances

Accessibility

- Schedule all accessibility performances including ASL interpreted, Audio Descriptive, Captioned, Sensory Friendly, etc.
- Hire and supervise Interpreters
- Maintain all supplies needed for accessible performances
- Seek out new opportunities to improve accessibility in our building
- Oversee the implementation of new accessibility initiatives and building improvements
- Search for and build partnerships with other groups
- Assist in communication regarding accessibility performances including group sales
- Stay up to date with current best practices in the world of accessibility services

Qualifications and Skills:

- Two or more years of experience in patron services or related field
- Experience in nonprofit administration in the arts strongly preferred
- Personnel management skills
- Familiarity with accessibility practices for theatre
- A passion for the arts with a strong belief in the value of live theatre and as part of a healthy cultural environment, and the importance of arts education
- Strong listening and communication skills: must have a heightened ability to hear and understand the needs of others
- Requires a highly organized individual; a creative, strategic thinker capable of fleshing out ideas into practical plans, someone who enjoys the challenge of problem-solving
- An individual who can work independently, and on a team depending on the task
- Attention to detail and accuracy a must
- Skills in Microsoft Office Suite, particularly Outlook
- Database knowledge preferred

Salary

- This is a salaried position starting at \$49,000 annually. Health insurance and PTO are also offered with this position.

Next Act Theatre is an equal opportunity employer and does not discriminate in its hiring and employment practices against any applicant because of sex, color, age, national origin, religion, political affiliation, marital status, disability, political belief, sexual orientation, gender identification or any other basis protected by local, state, or federal law. Next Act Theatre celebrates diversity and encourages people of all types, ages, ethnicities, genders, and abilities to apply to work with us.

How to Apply

Visit nextact.org for more information about Next Act Theatre. To apply, please email a cover letter (no more than 1.5 pages), resume and two references to info@nextact.org.

No phone calls, please.