

KALAMAZOO CIVIC THEATRE

Job Description

Job Title: Patron Services Manager
Department: Front Of House
Reports to: Executive Director

Purpose of the Position:

Under the supervision of the Executive Director, the Patron Services Manager will oversee the overall day to day operations of the Front of House which includes box office, House Management, and Civic Merchandising. The Patron Services Manager will ensure a hospitable, smooth, efficient operation of the Front of House. Responsible for training and scheduling box office staff and oversight of House Management, concession and merchandise sales as well as of programming and monitoring the Tessitura ticketing system. This role is highly visible and interacts with Civic patrons, volunteers, sponsors, vendors, local businesses, schools and other arts organizations. Leads by example at all times and provides the highest level of customer service to all who interact with the Civic.

Performance Responsibilities:

1. Hiring, training scheduling and supervision of the box office staff to meet the business goals of the Civic.
 - a. Demonstrate excellent customer service and respond promptly to customer inquiries and requests.
 - b. Train box office staff in customer standards.
 - c. Ensure that box office staff is full trained in handling customer service issues and explaining box office policy regarding ticket sales.
 - d. Reconcile transactions
 - e. Fill ticket orders and sell tickets
 - f. Process season subscription and ticket orders
 - g. Troubleshoot and solve problems involving policies, procedures of Box Office and patrons.
2. Advanced knowledge of the Tessitura ticketing system.
3. Train others to use system as necessary.
4. Provide assistance and reporting to other Civic departments

Minimum qualifications:

1. Superior customer service skills
2. Ability to work well with others in a confined space
3. Thorough command of box office software
4. Ability to work well under pressure
5. Problem solving ability
6. Computer literacy
7. Effective communication skills
8. Excellent judgment and decision making skills
9. High School diploma
10. Ability to lift 30 lbs.

Desirable Qualifications:

1. Customer service and sales experience
2. Management and supervisory Experience
3. Computer usage experience
4. BA or BFA