



Audience Services Manager

Primary Job Duties

1. Participate in one or more training sessions on the use and administration of Spektrix, the Festival's online ticketing and fundraising platform. Establish and maintain the necessary relationships with Spektrix personnel to act as the Festival's chief liaison with them.
2. Work together with the Festival's Patron Services Coordinator, Associate Marketing Director, and Spektrix service team to program, manage, and maintain events, packages, discounts, and other box office functionality as required for the successful ticketing of the 2019 Festival. Manage the timeline for building, completing and testing the ticketing platform, so as to be well prepared for the Festival's on sale dates.
3. Create, implement, and manage the execution of plans for staff, equipment, and technology to accomplish the following:
 - a) Phone sales and customer inquiries.
 - b) The establishment of walk-up sales location(s) outside of the Festival's offices.
 - c) On-site, pre-show ticket sales at all Festival venues and events.
 - d) Print-at-home and etickets, and their on-site use.

Staffing and technology plans must be approved in advance by the Managing Director.

4. Hire, train, schedule, and supervise the box office staff, with an emphasis on building a team that will provide excellent, efficient, and friendly customer service; that is well versed in the Festival's program and schedule; and has been well trained such that they are highly competent in the use of Spektrix.
5. Review and revise house management plans, policies, and materials.
6. Work together with the Managing Director to hire and orient a House Management Captain. Coordinate staffing plans with the House Management Captain to maximize efficiency, and minimize the number of individuals required to fulfill both box office and front-of-house needs.
7. Provide timesheets and other necessary documentation for all Audience Services staff members to the Festival Accountant for processing box office payroll.

8. Work with the Development Manager to devise and implement an efficient system for managing concierge and member ticket orders, and donor complimentary tickets.
9. Create a system for organizing and routing will-call orders.
10. Coordinate ticket allocations and the sharing of houses with venues maintaining tandem, proprietary ticketing systems, such as the Long Wharf and Shubert Theatres.
11. Work with the marketing department to manage the logistical aspects of the Festival's group sales initiatives.
12. Establish and maintain a system for tracking complimentary ticket allotments and seat blocks used by various Festival departments, and a method for holding and releasing seats in a time-appropriate manner.
13. Coordinate on-site equipment and signage needs and schedules with the Operations Manager.
14. Prepare a transportation schedule and coordinate the transportation needs for ticket sellers carrying cash boxes with the Festival's Transportation Captain.
15. Establish and implement a plan for cutting off advance sales as late as possible, and deploying remaining ticket inventory to Festival venues for on-site sales at each event.
16. Balance on-site ticket sales each day, reconciling income and inventory, and returning unsold tickets to the ticket system.
17. Complete final sales reports in the Festival's standard format; gather and compile all buyers' lists.
18. Prepare a wrap-up report including an analysis of box office operations, copies of all forms and seating charts, a per-show personnel expense report, and recommendations for future years.
19. Service to our audience. It's in the title, and is a critical success factor for successful completion of this job.

Relationships

Reports to Liz Fisher, Co-Director/Managing Director

Supervises The House Management Captain, and a staff of Ticket Sellers and House Managers.

Key Communication with the Associate Marketing Director, Patron Services Coordinator, Producer, Development Manager, Operations Manager, Volunteer Coordinator, and Transportation Captain.