



Job Description

Patron Services Manager

Description: The **Patron Services Manager** will advance the mission of the Wortham Center for the Performing Arts by ensuring exceptional experience for patrons, donors and community partners.

The Patron Services Manager is a management level position, requiring a dependable, self-motivated and highly organized individual who will deliver a stellar level of personalized customer service in a high-traffic nonprofit environment.

The Wortham Center for the Performing Arts includes the **Diana Wortham Theatre**, an active, 500-seat venue in the heart of downtown Asheville, N.C. Serving 55,000 people each season, the Diana Wortham Theatre presents a series of critically acclaimed touring artists in dance, theatre and music, a Matinee Series for students, teachers and families, and is the home venue for more than 40 local organizations which rent the theatre each season.

The **Tina McGuire Theatre** (100 seats) and the **Henry LaBrun Studio** (mixed use) opened in September 2019, providing opportunities for increased programming, access and venue availability for residents and visitors to Western North Carolina.

Responsibilities:

The **Patron Services Manager** ensures that all aspects of the ticketing services are operational and delivered to the public with full consideration of quality customer service including but not limited to the following duties:

- Create a friendly, efficient, and consistently successful ticketing office environment for Wortham Center's patrons, staff, and community partners
- Hire, train, manage and develop box office staff
- Manage in person, online and phone sales for all Wortham Center ticket sales
- Coordinate all Audience View database usage including creating new users, setting permissions, and building events for Wortham Center presented and community shows
- Lead the Box Office staff in implementing season pre-sales for donors
- Manage customer and donor lists for development and marketing as well as community partners
- Coordinate all discounts, promotional codes, coupon deals and special offers for Wortham Center and community partners
- Coordinate with Front of House and event services staff to navigate seating for events
- Track daily sales and money handling procedures with box office and administrative staff
- Process donations and maintain customer accounts in association with marketing and development teams
- Work with the marketing staff to facilitate ticket information on Wortham Center's website
- Manage group sales for the school Matinee Series
- Other duties as assigned

Qualifications:

- Minimum Bachelor's Degree in Arts Management or a related field
- A passion for the arts, relationship building and customer care

- Three or more years relevant work experience, including box office and ticketing systems, customer service and staff management
- Dynamic personality
- Excellent communication skills
- Excellent writing ability and organizational skills
- Proven ability to manage multiple tasks simultaneously
- Solid analytical and problem-solving skills, with the ability to work independently
- Excellent computer skills with experience using word processing, spreadsheet, database and presentation software
- Experience with Audience View Ticketing system and WordPress preferred but not required

Special Considerations:

- Will often be required to walk, stand, sit and lift to 25 pounds
- Requires a valid North Carolina Driver's License and clean driving record
- Ability to work with minors
- Night and weekend work required, based on project and performance schedules
- Periods of high volume/workload may be required

The position start date is July 6, 2021. Wortham Center for the Performing Arts offers a competitive salary and excellent benefits such as health, dental, life insurance, parking, vacation and sick pay.

Application:

Submit a cover letter and current resume as one document to rae@worthamarts.org by June 30, 2021. Please use "Patron Services Manager" as the subject line. No calls or drop ins.

The successful candidate for this position will be subject to a comprehensive pre-employment background check, including but not limited to social security verification, education verification, national criminal background checks, motor vehicle checks, PATCH, FBI fingerprinting, Child Abuse Clearance and credit history based upon the requirements of the position.

WCPA is an equal opportunity employer and does not discriminate on the basis of race, color, marital status, religion, gender, gender expression, age, sexual orientation, veteran status, national origin, genetic information or physical or mental disabilities that do not hinder performance of essential job tasks. WCPA is committed to recruiting, supporting and fostering an equitable, diverse and inclusive community of outstanding staff members and volunteers. Those who share this goal are encouraged to apply.