



**WASHINGTON
PERFORMING ARTS**
We make it happen

Organizational Position Description

Position Title: Patron Services Manager

GENERAL INFORMATION

WPA Payroll Title: Manager

Department: External Relations (XR)

Title of Immediate Supervisor: Director of External Relations

Best Consideration Date: February 28, 2020

Closing Date: Position Open Until Filled

Salary Range: \$50,000- \$55,000 per year

About Washington Performing Arts:

One of the most established and honored performing arts institutions in America, Washington Performing Arts continues to build upon a distinguished history of serving artists, audiences, students, and civic life. The city is truly our stage: in venues ranging from concert halls and clubs to public parks, we present a tremendous range of artists and art forms, from the most distinguished symphony orchestras to both renowned and emerging artists in classical music, jazz, international genres, and dance.

Washington Performing Arts nourishes communities throughout the region by partnering with local organizations and other arts institutions, staging concerts and arts activities in the neighborhoods, involving internationally known main stage performers in community programs, and presenting locally based artists to a wider audience. We place a premium on establishing artists as a continuing presence in the lives of both young people and adults through sustained residencies and educational programs. Our achievements have been recognized with a National Medal of Arts and with two Mayor's Arts Awards from the DC Government. We embark upon our next half-century with the goals of expanding our commitment to excellence and rededicating ourselves to the motto of our founder, Patrick Hayes: "Everybody in, nobody out." Washington Performing Arts' employment decisions are made based on the business needs of the organization and qualifications of the applicants and employees.

Organizational Diversity:

Washington Performing Arts prizes the diversity of the organization, at every level; from programmatic content to composition of its board and staff, and is continually striving to better diversify its staff.



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Diversity Statement

Washington Performing Arts subscribes to a policy of Equal Employment Opportunity, and will not discriminate against any employee or applicant because of race, age, sex, color, sexual orientation, physical or mental disability, protected veteran status, religion, ancestry or national origin, marital status, genetic information, political affiliation, and gender identity or expression. In addition, the District of Columbia adds protection for marital status, personal appearance, sexual orientation, family responsibilities, matriculation, or political affiliation. Minorities, Women, Protected Veterans and Individuals with Disabilities are encouraged to apply.

POSITION INFORMATION

Position Summary/Purpose:

Under the supervision of Washington Performing Arts' Director of External Relations, the Patron Services Manager is responsible for the daily and seasonal operations of the Washington Performing Arts Patron Services Office. The Patron Services Manager also contributes to the External Relations Department's efforts to:

- Reach its annual earned income goal
- Enhance the public's awareness and understanding of Washington Performing Arts' institutional identity
- Increase the public's participation in Washington Performing Arts' wide range of artistic, education, and community programs.

Essential Duty #1: Management of Office of Patron Services- Daily Operations Percentage: 30%

- Develop and maintain Patron Services policies and procedures
- Recruit, train, and supervise Group Sales & External Relations Coordinator, Patron Services Associate, and any part-time/temporary ticketing staff and/or volunteers in Tessitura and general Patron Services operations.
- Create Patron Services staff's bi-weekly work schedules for regular business hours in Patron Services Office and for after-hours and weekend event staffing.
- Maintain a secure environment for financial transactions.
- Participate in the development of improved processes to provide optimum accuracy, streamline operations, and enhance standards.
- Maintain all ticketing equipment, supplies, and printers.



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Essential Duty #2: Patron Services Percentage: 20%

- Provide the highest level of patron service through excellent verbal and written communications in Patron Services Office and at events.
- Process internal/external ticket and subscription orders as needed, especially in high-volume periods, adhering to Patron Services policies and procedures.
- Resolve patron issues/complaints that fall outside of standard policies and/or exceed the authority of junior Patron Services staff.
- Refer patron issues/complaints that exceed Patron Services Manager's authority to Director of External Relations.

Essential Duty #3: Management of Database Functions- Ticket Inventory, Processing & Reporting Percentage: 30%

- Execute all aspects of season and performance builds, including launch of subscription and single ticket sales, performance close-outs, etc. in the Tessitura system.
- Manage ticket inventory for all events including venue consignments, ensuring tickets are available for purchase through venues as well as discount outlets as instructed by the External Relations Department.
- Provide regular sales updates—including raw data and analysis of sales trends—to Director and Associate Director of External Relations.
- Coordinate internal ticket sales reports for submission to Director of Finance and Chief Operating Officer, in preparation for performance reconciliation.
- Manage ticket releases and holds for internal departments.
- Manage complimentary and discounted tickets.

Essential Duty #4: Venue Coordination & Communication Percentage: 10%

- Provide season setup information to venues for single ticket sales launches
- Communicate pertinent Washington Performing Arts business practices to partner venues in an efficient and timely manner.
- Perform pre-/post-event checklist review, including ticket inventory, will call list, promotional materials inventory, transportation of identity banners to/from venue, etc.
- Provide sales reports to Venues and Artist Management
- Coordinate co-presentation Venue Hall splits with venue and/ or partnering organization.
- Review co-presentation contracts with the Director of Programming and External Relations.



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**Essential Duty #5: General External Relations and Institutional Support
Percentage: 10%**

- Recommend creative strategies for establishing sales campaigns, promoting individual events to increase earned revenues, organizational visibility, and earned revenue.
- Manage the Tessitura Database and security functions for the organization.
- Train interdepartmental staff and interns in Tessitura ticketing functions as necessary.
- Participate in staff meetings, Board committee meetings, and seminars as required.
- In collaboration with the Director of External Relations, explore and implement new methods of enhancing the Washington Performing Arts patron experience.
- Continuously monitor emerging ticketing trends and technologies and communicate new opportunities to the Director of External Relations.
- Other duties as assigned.

Supervisory Responsibility: Yes

Number of Direct Reports: 2

Names and Functional Titles of Direct Reports: Group Sales & External Relations Coordinator, Patron Services Associate

Minimum Qualifications:

- Bachelor's Degree in related field with 3-5 years of professional experience, preferably in non-profit performing arts
- In-depth knowledge of and substantial professional experience with Tessitura CRM software; working knowledge of SQL and/or web API interface preferred
- Outstanding organizational and multi-tasking skills, with proven track record of meeting deadlines

Essential Capabilities & Preferences

- Inspiring and results-oriented supervisor and team leader, providing direct reports and fellow team members with guidance and removing obstacles as they work to achieve their own objectives
- Background in the performing arts (as practitioner, staffer, scholar, and/ or enthusiast)
- Knowledge of Microsoft Office suite
- Proven record of success in a high-volume, multi-tasking patron-service environment



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Specific Conditions of Work

- General office environment
- Availability to work non-standard hours (including evenings and weekends) as needed
- Ability to work off-site (e.g. at concerts and other events on a regular basis)
- Ability to lift 20 lbs. from time to time

Washington Performing Arts offers a generous benefit package to its employees which includes health, dental, life insurance, 403B retirement savings account, and paid time off.

How to Apply:

Send cover letter and resume to hr@washingtonperformingarts.org with position title in subject line. For best consideration, please send applications by **February 28, 2020**.
Please note: Applications without a cover letter will not be considered.
