



## **Job Description: Patron Services & Office Manager**

**Employer:** City Springs Theatre Company

**Reports To:** Executive Director

**Type:** Full-Time in-office position, frequent nights/weekends during shows

**Benefits:** Medical, Vision, Dental

### **Position Description:**

A full-time position with responsibilities for all ticket operations with the objective of providing the highest degree of customer service and satisfaction. The successful candidate will focus on ticket sales, the management and administration of box office operations, functionality, accountability, and customer relations. The individual is expected to contribute to a productive, pleasant work environment and help ensure high levels of organizational effectiveness, efficiency, and communication. Additional responsibilities include the overall office management of the City Springs Theatre Company Studios & Admin offices to include supply ordering, calendar reconciliation, and restocking of all supply items.

### **Duties include:**

#### **BOX OFFICE SALES & PATRON SERVICES**

- Take and process ticket orders during regular business hours of 10:00am – 5:00pm and during performances via phone, in person, by mail and by email.
- Oversee the daily, weekly, monthly, and annual ticket orders and generate accompanying reporting as required.
- Process subscription orders, single ticket sales, gift certificates, ticket exchanges and/or refunds, and ticket donation requests in an efficient and timely manner.
- Make outgoing calls to patrons regarding program or event changes and new services or offerings as necessary.
- Identify and troubleshoot customer service issues to provide the fastest and most positive resolution for the customer.
- Compose and distribute periodic customer comment reports to Executive Director and Director of Marketing.
- Work the box office at all City Springs Theatre Company performances to sell tickets, distribute will call, and handle any re-seating issues that may arise, working closely with the House Manager.
- Manage performance box office assistants to ensure they are hired, scheduled, and trained appropriately for the purpose of selling and exchanging tickets.
- Ensure all ticket scanners are prepped and ready for performances and train front-of-house staff on use of scanners.
- Ensure the fulfillment of house seats, comps, and trade requests, as needed.
- Monitor the advance sales and consult with the marketing department to push sales, as needed.
- Manage the seating chart of all City Springs Theatre Company performances, including education, to understand what seats are available for each production.
- Develop and maintain strong working relationships with the Sandy Springs Performing Arts Center box office.

#### **BOX OFFICE DATABASE & ACCOUNTING**

- Create and build shows/seasons within the ticket system for the purpose of selling both subscription and single tickets to each season.

- Monitor all performances to ensure correct pricing, dates, times, and other pertinent information.
- Monitor database to ensure updated and correct patron information, as well as flagging donors and board members in the ticket system.
- Manage all patron contact information and mailing list to assist marketing in the pulling of patron information for mailers.
- Lead and ensure timely and accurate box office fiscal accountability and reporting processes and procedures.
- Pull regular ticketing and financial reports for the finance team on a daily basis to ensure ticket revenue is accounted for and reconciled.
- Responsible for all cash, check, and card transactions and reconciliations made through the box office and ticketing system.

#### **OFFICE MANAGEMENT**

- Support the day-to-day operations of the office including maintenance, mailing, supply inventory, equipment ordering, and calendar upkeep for studio spaces.
- Greet guests as they enter the building, whether it be for ticket buyers, show rehearsals, or education classes.
- Send and distribute CST mail. When receiving mail, log each piece of mail to ensure it is documented correctly.
- Manage the ordering of supplies to ensure inventory is well-stocked and accountable.
- Oversee the overall company calendar for room bookings and serve as the point of contact, if conflicts arise.
- Hire, train, and manage part-time staff for mailers, nights/weekends work at the studio, etc.
- Oversee merchandise sales and coordination of merchandise sales staff at all performances.
- Execute other duties as assigned by the management.

#### **Required Qualifications**

- A bachelor's degree and/or equivalent course work, or professional experience.
- A minimum of three years of box office or similar sales/database experience, preferably in the performing arts.
- Excellent verbal and written communication and documentation skills required.
- Candidate must be able to successfully handle multiple priorities accurately in sometimes high stress situations.
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, and does not have work-from-home benefits.
- Candidate should have cash handling and general financial reporting experience.
- Candidate must have the ability to work with the public and possess conflict resolution skills.
- Proficiency in all Microsoft Office and Google applications

#### **Additional Qualifications**

- Committed to the mission of City Springs Theatre Company
- Self-motivated, honest, thoughtful and composed
- While exceptionally detail-oriented, can also focus on large concepts and strategic issues
- Able to navigate through diverse and sometimes competing priorities
- Collaborative and collegial in work relationships

**PLEASE, NO PHONE CALLS.**

#### **To Apply and to learn more about CSTC:**

<https://www.cityspringstheatre.com/about/careers/>  
Please be prepared to submit a cover letter and resume.  
Applications will be reviewed as they are received.