

TITLE: Patron Services Manager
STATUS: Full-Time, Year-round
REPORTS TO: Deputy Director
DEPARTMENT: Operations
WORKS WITH: All departments; closely with Marketing and Development
SUPERVISES: Box Office Manager, Theatre Manager, Part-Time Box Office Associates; Volunteers, Administrative Fellows and Seasonal Interns during Box Office shifts

Jacob's Pillow seeks a Patron Services Manager to manage all aspects of customer service and patron experiences in this year-round position. The Patron Services Manager is responsible for all aspects of the Box Office, including performance and event ticketing and a large volunteer program. They work closely with all departments to ensure smooth, safe, and fulfilling experiences for patrons visiting the Pillow at both on- and off-site events.

ABOUT JACOB'S PILLOW

Jacob's Pillow, a National Historic Landmark and recipient of the National Medal of Arts, is a year-round center for dance and home to America's longest-running international dance festival located in the beautiful Berkshires of Western Massachusetts. The Pillow encompasses the world-renowned international Jacob's Pillow Dance Festival, presenting more than 50 dance companies and over 350 events each summer; The School at Jacob's Pillow, one of the most prestigious professional dance training centers in the U.S.; the Pillow Lab, a residency program that supports new choreography; growing Community Engagement programs that serve local school children, artists, and community members alike; rare and extensive dance Archives, open to the public and available online at danceinteractive.jacobspillow.org, which chronicle more than a century of dance through photographs, videos of performances and talks with artists, costumes, and scholarly essays; and Apprenticeships, a Fellows Program, and an Internship Program that provide professional advancement and training opportunities.

RESPONSIBILITIES

Box Office Management

- In centralized ticketing/donor database, build the houses for all performances (120+), inputting held seats, pricing and promotions, building print-at-home tickets, and all promotional web sales content
- Serve as a call center representative during the member presale (Feb-Mar), providing superior customer service on phone, in person, and via online sales, assisting customers in making educated Pillow performance choices
- Communicate regularly with departments to assess hold needs for performances including production holds, high level donor seating, The School faculty and student needs, Community Engagement program needs, and others
- Assist Director of Operations and Systems with creation of database user guides and policies. Evaluate, test, and implement any ticketing-related database changes
- Manage patron databases, correcting duplicate accounts, updating information, and working closely with the Development department to manage patron and donor information

- Work with the Director of Marketing & Communications and Marketing department to:
 - Establish pricing and ticketing procedures and policies, contributing ideas for improvements
 - Maximize tickets sales and revenue by providing valuable feedback regarding marketing and promotional campaigns, sales-related issues, ordering and ticketing processes, and frontline communication with patrons
- Work with Director of Finance to reconcile all departmental and ticket sales revenue. Implement and maintain accounting procedures, including accurate and timely:
 - Daily audit and performance reporting
 - Security of tickets, credit card information, cash, and receipts
 - Reconciliation reports
 - Ticket sales reports and analyses
 - End-of-season closeout
- Resolve and track patron ticketing-related complaints
- Develop manuals and training materials for presale and festival season needs
- Work with Digital Content & Marketing Manager to manage all festival marketing email and trade lists
- With Box Office Manager, manage special ticketing needs including artist, press, member, VIP, and promotional comps, working closely with all departments
- Work with Office Manager and other staff to oversee Ticket Donation program including communication with requesting organizations and tracking voucher redemption
- Manage and monitor boxoffice@jacobspillow.org inbox

Theater Operations & Volunteer Program

- Facilitate prompt curtain times by expediting show-time sales, will call pick-up, and standby list sales; assist Theatre Manager, Patron Services, and House Management Interns in resolving seating issues
- Ensure box office policies are compliant with ADA regulations
- Manage a safe and efficient transport service during the Festival season, between venues and parking lots.
- Prior to arrival of Theatre Manager in February:
 - Begin preparations for Festival volunteer schedule, updating and disseminating the volunteer sign-up form and handbook, and setting up a system for the Theatre Manager to continue
 - Schedule volunteers for year-round and off-site events
 - Communicate regularly with other departments to assess volunteer needs for ad hoc projects, ongoing needs, and special events
 - Participate in managing the volunteer@jacobspillow.org inbox
- Upon Theatre Manager arrival in February, be prepared to transition all volunteer program responsibilities, including training in Patron Manager and the scheduling system as needed
- During fall, winter, and spring months, house manage for any special on- or off-site events, working with the Company Management, Marketing, and Production teams to build houses and ticketing, and determine and staff any usher or volunteer needs

QUALIFICATIONS

- At least 3 years professional ticket services and customer service experience.
- Deep knowledge of ADA compliance.
- Experience managing staff and volunteers.
- Highly detail-oriented and organized.
- Ability to work in a fast-paced, demanding environment.

- Experience with PatronManager and/or Tessitura ticketing software, strongly preferred.
- Understanding and appreciation of dance and/or performing arts.
- Experience with facilities management, a plus.

TO APPLY

Please email cover letter, resume, and references to ameczywor@jacobspillow.org, with “Patron Services Manager” in the subject line.

All inquiries and materials will be confidential. Please do not mail hard copies.

Jacob’s Pillow is a registered 501(c)(3) not for profit organization and an equal opportunity employer. Jacob’s Pillow provides equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employee for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.