

**San Diego Junior Theatre
Patron Services Manager- Position Description**

POSITION TITLE: Patron Services Manager
SUPERVISOR: Public Affairs Director
SCHEDULE: Tuesday-Saturday, Hours vary

DEPARTMENT: Public Affairs
STATUS: Part Time, Non-Exempt
COMPENSATION: Commensurate with experience

San Diego Junior Theatre provides engaging, innovative, high-quality theatre education and productions for children of all cultural heritages, ages, abilities and levels of interest.

Position Summary: Reporting to the Public Affairs Director, the Patron Services Manager will oversee all box office functions for Junior Theatre.

Key Duties and Responsibilities

- Oversee daily box office operations
- Act as a customer service representative for Junior Theatre
- Organize and execute annual subscriptions
- Coordinate all aspects of ticket sales and reporting
- Set up ticketed events, production, and annual reports
- Set up all birthday parties
- Coordinate all school bookings and on-site organization
- Train and manage student box office, house crew, and adult volunteers
- Manage all documentation of subsidized ticket grant expenditures
- Support the Public Affairs Department as necessary

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Interactions: Ticket buyers and potential ticket buyers, donors, school teachers, community group leaders, staff, contractors, online ticketing representatives, students, parents, volunteers, vendors, Balboa Park staff, tourists

Level of financial impact: Medium

Evaluation Criteria: Customer satisfaction; accurate dissemination of information to customers; timely response to calls and emails; appropriate referral of questions and information to other staff members; reporting accuracy, meeting deadlines, complete and accurate database maintenance; harmonious relations with other staff members.

Patron Services Manager, Cont'd.

Education, Knowledge, Skills, and Abilities:

- Associate degree or equivalent experience
- Excellent customer service skills

- Expert computer skills including e-mail and Microsoft Office (Word, Excel, Outlook Powerpoint); familiarity with or ability to learn Tix.com, Click and Pledge, and Salesforce required
- Medium level proficiency in bookkeeping; Ability to reconcile each production in cooperation with the CFO
- Excellent oral and written communication skills, with a friendly and professional demeanor
- Ability to work a flexible schedule
- Ability to work in close proximity with others, including in large crowds
- Ability to work as a team player
- Ability to relate to children and adults in a professional manner; ability to be dependable and personable
- Ability to prioritize, handle multiple tasks, be detailed-oriented, and meet deadlines
- Ability to maintain confidentiality regarding internal affairs and student matters
- Ability to adapt to changing work settings and conditions
- Familiarity with Junior Theatre programs, processes, and policies a plus
- Bilingual (English/Spanish) a plus

Physical Requirements and Work Environment: Work is primarily conducted in theatre box office and private office; regular weekend and evening work required over the course of the year. Employee occasionally works in large crowds. Employee regularly sits at a computer and telephone station and operates electronic equipment 6 to 8 hours per day; occasionally lifts, carries and positions objects weighing up to 20 pounds; regularly walks from one part of worksite to another; must be able to climb stairs or take elevator. Position involves regular use of a computer and keyboard, telephone, and face-to-face communications; employee should be able to communicate clearly and professionally in all of these manners. The employee may spend long periods of time standing as well as regular sitting and walking. Applicants must have visual and auditory ability to respond to critical incidents and the physical ability to act in an emergency situation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Information: This position requires a credit background check and LiveScan screening prior to hire.

San Diego Junior Theatre provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, ancestry, gender, sex, gender identity or expression, age, medical condition, sexual orientation, marital status, citizenship, pregnancy, physical or mental disability, genetic information, veteran status, military status, caregiver status or any other characteristic protected by federal, state or local laws.