



AUDIENCE SERVICES MANAGER

Reports to Director of Marketing

Vineyard Theatre is a \$3 million Off-Broadway theatre. Now in its 39th Season, The Vineyard is committed to creating an artistic home for daring and diverse artists, to nurturing their unique voices, and to engaging our audiences and community in dialogue by producing work that challenges all of us to see ourselves and our world in new ways, and that pushes the boundaries of what theatre can be and do.

The Audience Services Manager is critical in ensuring that our patrons are receiving the best in customer service care, especially as The Vineyard returns to in-person productions in the upcoming season. The position works in close partnership with the marketing department to make certain all communications are clear in regards to any ticket and front of house language, develops relationships with and provides personalized service to our Members, and will oversee all front of house operations and ticketing software management.

Responsibilities:

- Hiring, training, scheduling and overseeing all Audience Services staff for box office, house management, ushers, and concessions for both Vineyard and rental events.
- Responsible for accurate daily and seasonal Front of House reporting and reconciliation, budgeting and expense tracking, and ordering and maintaining supplies for both the box office and concessions.
- Building and managing all upcoming events and membership packages for public purchase and reservations in Spektrix.
- Managing performance ticket holds, price lists, ticket types, offers and eligibility for memberships and discount codes, and all event information.
- Providing first-class customer service and de-escalation practices, ensuring that The Vineyard's members and audiences receive professional, sincere and enjoyable service at all times.
- Managing pre-show will call operations, and ensure safety procedures are in effect; including all ADA requirements are met.
- Acting as a liaison between stage management, front of house and administrative staff including handling staff and artist ticket requests in conjunction with company manager.
- Staying current on best practices for theatre management, including uses of the Spektrix ticketing software, fire guard training and certification, de-escalation training, and ADA accessibility protocols and laws.
- Remaining knowledgeable and accurately informed of all aspects of The Vineyard's productions, memberships, and special events.

- Maintaining an accurate database of events, patrons and members, updating and modifying records as necessary.
- Building and maintaining customer lists in Spektrix for use in reporting and integrated emails and other communications.
- Assisting with special marketing, development and production projects as needed.
- Collecting and sharing feedback with administrative and production staff about subscriber and ticket buyer concerns, as well as staff needs.
- Maintaining the front of house displays and overall appearance of the lobby.
- Maintaining professional and technical knowledge by reading relevant publications, establishing personal networks and cultivating relationships with peer theatre colleagues.
- Other duties as assigned

Qualifications:

- Bachelor's degree or commensurate experience, with 1-3 years' experience working in a box office, preferably with Spektrix, and preferably in the performing arts
- Must have exceptional and personable telephone and customer service skills with the ability to respond to all aspects of ticket sales; i.e. provide information, market programs and events, encourage membership and audience development
- Must be able to work well under pressure with staff and the public, work independently, manage multiple tasks, and have superb attention to detail
- Experience with proper cash handling practices
- Able to take ownership of problematic situations using proper judgment to find possible solutions or alternatives while maintaining positive guest relationships
- Ability to communicate in a clear, professional and patient manner with all internal and external customers.
- Ability to remain flexible in working duties, adapting to the changing business needs as required.
- Willingness to work evenings (weekends and holidays as required).
- Excellent computer skills required: Windows, Excel, and database management.
- A successful applicant will be able to articulate a commitment to advocating for diversity, equity, and inclusion in their work

Compensation:

- \$45,000 - \$50,000 (40 hour work week, any approved overtime paid at time and a half)
- Full time benefits include health insurance (100% covered by Vineyard Theatre), vision and dental insurance (employee contributes), 10 days vacation, 11 staff holidays, 403(b) plan with 1% employer match after one year of service, life insurance, and commuter benefit packages.
- Professional development provided by Vineyard Theatre includes de-escalation training, fire guard certification, and opportunities to attend educational workshops and conferences.

Vineyard Theatre is an equal opportunity employer and encourages women, people of color, people with disabilities, transgender or gender non-conforming individuals to apply.

To apply: Send a cover letter, resume and three references to jobs@vineyardtheatre.org with the subject line: Audience Services Manager.