



Audience Services Representative

Now in its 39th Season, The Vineyard is a non-profit Off-Broadway theatre committed to creating an artistic home for daring and diverse artists, to nurturing their unique voices, and to engage our audiences and community in dialogue by producing work that pushes the boundaries of what theatre can be and do. The Vineyard reaches over 20,000 audience members a year, and education programs serve over 700 NYC public high school students across all five boroughs. The Vineyard is the recipient of special Drama Desk, Obie and Lucille Lortel Awards for artistic excellence. Learn more about us at VineyardTheatre.org

Our Audience Services team 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. This team works in close partnership with the marketing department to make certain all communications to audience members are clear, develops relationships with and provides personalized service to our members, and ensures a positive experience for our patrons, both during ticket purchasing and at performances.

We are seeking two highly-qualified individuals to join our Audience Services team for our Fall 2021 season. These are part-time roles which offer the opportunity to work in many areas of front of house operations. Audience Services Representatives will work in the box office, assist on an upcoming world-premiere multimedia production, and represent the Vineyard Theatre at our upcoming Broadway transfers of *Dana H.* and *Is This A Room*. This is a part-time, temporary position with the possibility of being extended based on the interest of the employee and the needs of the theatre.

Preferred Start Date: September 25, 2021

End Date: November 21, 2021

Responsibilities

This position is flexible depending on the needs of the theatre and could include some or all of the following:

- Participating in 2-4 hours of paid training during your first week, as well as attending some rehearsals and run throughs as necessary.
- 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.
- Greeting Vineyard Members at our Broadway performances, acting as a liaison between the Lyceum Theatre and Vineyard Theatre teams during pre-show, working with Lyceum house management to resolve any ticketing or seating issues involving Vineyard members, welcoming members back to the theatre and thanking them for their loyalty, ensuring that Vineyard Theatre members receive excellent care and customer service, communicating any feedback or pertinent information to the Audience Services Manager.
- Working in the Vineyard Theatre box office for 1-2 shifts per week (with the potential for more hours as the season progresses), answering phones, processing ticket and membership sales, answering questions, and providing excellent customer service to Vineyard Theatre members and the general public.
- Collecting and sharing feedback about subscriber and ticket buyer concerns with the Audience Services Manager.
- Providing support during our upcoming multimedia experience, *On the Beauty of Loss*, by facilitating live streaming via Zoom, troubleshooting technical issues for patrons (including difficulty with audio and video), monitoring the chat, guiding patrons through the experience of a digital production.
- Other duties as assigned.

Competencies and Qualifications

- Experience working in a box office, and preferably in the performing arts, with preference given to candidates who have used Spektrix or another similar CRM database
- 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

- Able to take ownership of problematic situations using proper judgment to find possible solutions or alternatives while maintaining positive guest relationships, and to escalate issues to management when necessary
- 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.
- Must be available to work evenings and weekends (holidays as required)
- Excellent computer skills required: Windows, database management, and Zoom.
- A successful applicant will be able to articulate a commitment to advocating for diversity, equity, and inclusion in their work

Compensation

Audience Services Representatives will be offered between 4-20 hours per week, depending on the needs of the theatre. The pay rate is \$18/hr.

To Apply: Please send a resume and short cover letter to scordeiro@vineyardtheatre.org and write Audience Services Representative in the subject line.