



Job Posting

POSITION: Patron Services Manager

DEPARTMENT: Communications & Engagement

REPORTS TO: Director of Marketing

PAY: \$60,000; Full-time; Annual; Exempt

BENEFITS INCLUDE: Medical, vision, and dental insurance; paid time off (PTO), sick leave, and holiday time; flexible spending and health savings accounts; employer-sponsored life, long-term, and short-term disability insurance; a 403(b) retirement plan with employer contribution and match, access to free parking, and various perks.

LOCATION & SCHEDULE: This is an in-person position that works at both theatre venues and the Box Office located at 91 University Place in Princeton, NJ. Regular business hours are Monday through Friday, balanced with weekend and evening hours based on performance schedule.

START DATE: This position will begin as soon as possible after July 8th, 2024

POSITION AND RESPONSIBILITIES

Join McCarter Theatre Center as the **Patron Services Manager**, carrying out the theatre's mission by ensuring effective and efficient day-to-day Box Office operations. This position is responsible for the fulfillment of high-end customer service; including superior leadership of operating procedures, exemplary attention to detail and exceptional problem-solving.

The ideal candidate takes pride in providing excellent customer service and embodies an enthusiasm for theatre and live performing arts. They are unflappable under pressure and know how to strike the balance between enforcing company policies and creating a kind and welcoming atmosphere for patrons, as well as a supportive but also on-task work environment for their direct reports.

This position will collaborate with all members of the Communications & Engagement Department and will work closely with the IT Department and Front of House staff. Are you passionate about the performing arts and the experience of patrons? We invite you to bring your expertise in delivering exceptional customer service to our audiences.

Essential Functions & Duties:

- Hire, train, schedule and manage Patron Services (PS) staff to cover daily phone/window business and performance shifts. Oversee staff for all McCarter events and those hosted in McCarter's venues, including those produced or presented by the Lewis Center for the Arts, Princeton University Triangle Club, American Repertory Ballet, and other rentals or partnerships.
- Develop, maintain and ensure compliance with Box Office policies and procedures, while working closely with the Director of IT and Tessitura Application Specialist to ensure established CRM usage and PCI compliance protocols are met.
- Actively observe staff/patron interactions, providing in-the-moment coaching and resolving customer concerns as they arise.
- Ensure PS staff are knowledgeable about McCarter and other partner events/promotions/campaigns, skilled in selling tickets and subscriptions, providing superior customer service, and attending to other administrative tasks as assigned.
- Initiate regular communication and work in a spirit of collaboration with other McCarter departments and external partners.

- Fulfill interdepartmental VIP ticketing requests, serve as the primary contact for Trustee ticketing needs and donors with VIP ticketing benefits, and manage seating and processing all opening night and special events ticketing.
- Manage relationships and fulfillment with third-party sellers (e.g., TodayTix and TDF).
- Manage annual budget for Box Office staffing and supplies, process weekly payroll and department expenses, and provide financial forecasts to the Director of Marketing, as requested.
- Review and provides timely feedback on all marketing/promotional materials and participate in regular Marketing/Inventory Strategy meetings and Development/Events meetings.
- Work closely with the Audience Services Manager to facilitate ticketing and customer service needs for accessible programming, partnering with those that provide accessible services and the audience members who participate.
- Stay informed about current trends and better practices in ticketing and related management through professional development activities, networking opportunities, and ongoing education.
- Prioritize safe working practices while embodying McCarter's safety and code of conduct policies to maintain a secure environment for all staff and guest artists.
- Participate in the work to make McCarter an anti-racist theater. Actively seek ways to improve our work practices to make the Patron Services department more equitable and inclusive, while upholding and exhibiting our stated values of “justice and joy, beauty and belonging.”

Supervisory Responsibilities:

- Supervise a team of three full-time employees and one or more part-time employees
- Responsible for fostering an environment that promotes excellence in teamwork and customer service, as well as creating/approving weekly schedules and timecards for payroll.
- Conduct regular feedback and coaching conversations while providing ongoing training and development opportunities for staff.

Qualifications:

- Five or more years of professional experience in Box Office management, including a supervisory role.
- Proficiency with a CRM/ticketing system, with Tessitura experience preferred.
- Demonstrated experience in financial management of Box Office operations, including cash management, credit card processing, end-of-day reconciliation, budgeting, and payroll management.
- High level of attention to detail with the ability to prioritize projects effectively.
- Excellent communication and interpersonal skills, fostering positive working relationships with colleagues, and artists, across various departments.
- Proven ability to set priorities, work collaboratively, and take initiative.
- A collaborative mindset, with the ability to work harmoniously with individuals from diverse backgrounds, personalities, and work styles, always approaching challenges with optimism, civility, and a solutions-oriented approach.
- Exhibit a critical consciousness and genuine interest in promoting equitable, diverse, inclusive, and accessible workplace values and practices while working with individuals of diverse needs, personalities, and work styles, and employing an optimistic and solution-oriented mindset towards fostering inclusivity and support within the team environment.
- Final candidate will need to successfully complete a background screening.

Work Environment:

- Led by our core values, McCarter fosters and expects a culture of care and respect for the wellbeing of our staff.
- Work will primarily be completed in a shared office space in our administrative office and Box Office spaces, subject to HVAC cooling and heating.
- This position entails extended periods of sitting, manual dexterity for operating office equipment, and the ability to read and interpret documents, engaging in repetitive tasks, standing, walking, bending, and reaching within the office environment.

- This position requires phone, face-to-face, and email communication with patrons. At times, the office atmosphere becomes energetic and noisy, especially during the hour before curtain of any performance.
- Employees may be asked to use a personal cell phone in order to access authenticator apps and related software necessary for work credentials/multi-factor authentication (MFA). Applicants should be comfortable using their personal devices for these purposes as part of their job responsibilities, as workarounds cannot be guaranteed in order to access certain platforms.

This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the sole discretion of McCarter.

ORGANIZATION OVERVIEW

McCarter is one of the country's flagship theatres, a vibrant center for community and for the performing arts, and a key cultural anchor for Central New Jersey. Located on the campus of Princeton University and incorporated as an independent, charitable nonprofit, the company is a nationally renowned, multi-disciplinary creative hub of arts and ideas, offering theatre, music, dance, spoken word, and educational programs for all ages.

A two-time Tony Award winner, McCarter's legacy of artistic excellence traces back to the theatre's first performances in 1930. A home for new play development and world premieres, the company has launched numerous works that have gone on to tens of thousands of performances reaching millions of audience members around the world.

Among the 100,000 community members who directly participate in the company's work every year, more than 7,500 are students taking part in McCarter's robust arts-in-education offerings. The company offers more than 20 annual in-school residencies in classrooms in Princeton and Trenton, hosts schools from throughout the region for student matinee performances, and offers need-based scholarships to every one of its dozens of educational after-school and summer programs each year. Co-led by Artistic Director Sarah Rasmussen and Executive Director Martin Miller, McCarter leads with values of "justice and joy, and beauty in belonging," creating stories and experiences that enliven minds, expand imaginations, and engage communities.

TO APPLY

Please email jobs@mccarter.org with your name and "Patron Services Manager" in the subject line and include a cover letter and resume. Do also mention where you heard about the position. We look forward to learning more about you!

EQUAL OPPORTUNITY COMMITMENT

McCarter is an equal opportunity employer committed to hiring, supporting, and promoting a diverse workforce and inclusive culture. As such, McCarter seeks team members who: contribute to a diversity of backgrounds and experiences to support an expansive artistic vision; are committed to engaging in ongoing anti-racism and anti-oppression work collectively and individually; value collaboration, curiosity, flexibility, and an openness to continuous personal and professional growth.

We encourage all candidates to apply, even if they do not currently meet all the qualifications. We know there are great candidates who may not have all the qualifications listed above but possess intuitive knowledge or other fully transferable skills. If that is you, don't hesitate to apply and tell us about yourself. McCarter is committed to on-the-job training and mentorship. We also encourage candidates who do not live within commuting distance to apply; We are eager to tell you about the area, which includes many communities and towns outside of Princeton.

McCarter Theatre Center is committed to providing access and reasonable accommodation in the application and hiring process for individuals with disabilities if needed and requested. To request disability accommodation, please contact (609) 258-6500 and connect with Human Resources.