

Theatre Midwest

Job Description, Duties

AUDIENCE SERVICES DIRECTOR

Fulfill all requirements outlined in the document: General Expectations for Project Leadership.

Follows (and establishes when necessary) appropriate procedures for processing subscriptions, processing credit cards, handling difficult situations with patrons, etc.
Works in the box office and/or house management during all performances to service subscribers as needed.
Supervises and executes Radical Hospitality activities, including walk up ticket requests.
Provides input to pertinent staff to develop pricing structures for tickets and subscription packages.
Works directly with company to set up all events and discounts in the ticketing system; provides quality control and verification of the set up.
Fulfills staff complimentary tickets, cultivation and complimentary tickets requests, etc., developing and maintaining policies and procedures as necessary.
Supports Company in establishing and maintaining effective relationships with key strategic partners for group sales promotions.
Creatively assesses ticketing process with a focus on accurate reporting of patron data.
Produces accurate daily sales reports and reconciles with the Producers and pertinent personnel.
Maintains knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices/PCI compliance.
Provides a high degree of customer service so as to maintain excellent customer relations with patrons.
Maintains clear communication for patrons and the public regarding ticketing operations.
Recruit, coordinate, train, and supervise box office and front-of-house staff
Ensure quality control and continually evaluate performance staff and volunteers
Develop, maintain, and track departmental budget
Generate specialized reports, records, and statistical data for other departments
Schedule and contract special audience services, including Sign Interpretation and Audio Narration
Process payments and ticketing; train others in the department to serve as processing back up.
Handles and trains other to handle exchanges, additional ticket sales, upgrades, and parking.
Work with marketing team to continually improve customer service procedures, printed service guides, and at-hall experiences.
Sales/Marketing reports and database:
Generate daily sales reports for subscriptions, single ticket sales, group sales, and special events.
Reconcile events.
Work on improving existing reports and leading the effort to create new reports when needed.
Develop and adhere to annual budget for box office operations.
Serve as a liaison between Company and performance venue/s.
Act as point person for all "at hall" activities, including patron info table, shop, and Box Office activities.
Performs other duties as needed upon request of the organization.