

Patron Services Manager

SANTA FE PLAYHOUSE

YOUR LOCAL THEATER SINCE 1922 * 142 E. DE VARGAS STREET, SANTA FE, NM 87501

Department	Patron Services	Hiring Range	\$20/hour
Supervisor	General Manager	FLSA Status	PT, Non-Exempt
Revised	January 20, 2023	Location	Santa Fe, NM

The Santa Fe Playhouse is seeking a part time Patron Services Manager who will supervise the Box Office team to provide excellent service by telephone, in-person, and online to Santa Fe Playhouse customers. They will work to ensure data is captured accurately and effectively using the ticketing system (AudienceView/OvationTix). And they will provide excellent customer service to visiting companies, and liaise with and work alongside other SFP departments.

Estimated 20 hours a week with the possibility of more as the season progresses.

Regular hours onsite at Santa Fe Playhouse will be: **Wed – Sat 11:00 a.m. – 4:00 p.m.**

LAND ACKNOWLEDGEMENT

We acknowledge that the place we now call Santa Fe is still recognized as Oga Po’geh, meaning White Shell Water Place. Thousands of years ago, it was a center for the communities of Northern and Southern Tewa (often identified as Tanos). The living memory and stories told by the people of Taytsúgeh Oweengeh (Tesuque Pueblo) hold profound meaning to this day.

ABOUT US

Santa Fe Playhouse is a one-hundred year old startup. Founded in 1922 by Mary Austin and operating as a community theater for much of its life the company has been transitioning to a professional theater in the last eight years. The work of the Santa Fe Playhouse is the development, production, and presentation of exceptional live performances for residents and visitors of Santa Fe. With three types of programs; 1) Live performances on the historic main-stage, from original productions of classic, experimental, and new works, to guest artist presentations; 2) Educational opportunities, which develop theater skills and deepen appreciation of the craft of theater, and; 3) New work development, which results in new plays by local writers, from 10 min plays to full length dramas. Santa Fe Playhouse is cultivating a more vibrant live arts scene in Santa Fe while providing education, job opportunities, and career pathways for residents.

MISSION

As a cornerstone in its theatrical and artistic communities, Santa Fe Playhouse connects the artist with the audience. Through these interactions, the Playhouse engages in dialogue to examine, uplift, challenge, and heal through the visceral art of performance and storytelling.

VISION

To make great theater. Santa Fe Playhouse’s professional standards and celebration of local diverse cultures will act as a catalyst, broadening our national recognition as a live arts destination.

Specific Position Functions:

<p>Box Office Management</p> <ul style="list-style-type: none"> • Ensure the efficient and effective operation of Santa Fe Playhouse Box Office • Ensure Santa Fe Playhouse Box Office operates in accordance with policy, procedure, marketing strategy and general good practice • Ensure the Box Office delivers the highest possible standard of customer service • Notify Box Office Associates, Volunteers of any cancelled performances, or amended performance times. Ensure customers are contacted promptly, courteously and efficiently • Work with associated third parties in line with Santa Fe Playhouse’s Data Sharing Agreement • Coordinate and schedule volunteer ushers for front of house support • Communicate with the public through Social Media, answering online questions and assisting the Marketing Department in scheduling posts about productions. 	35%
<p>Team Management</p> <ul style="list-style-type: none"> • Line manage the Box Office Associate team • Prepare team schedules and respond to emergency staffing issues 	35%

<ul style="list-style-type: none"> ● Be aware of programming and key marketing activity so that the Box Office is adequately staffed during busier periods ● Train new Associates and ensure existing team are adequately trained. Arrange or deliver training as necessary ● Carry out appraisals and recommend development opportunities 	
<p>Ticketing System (AudienceView/OvationTix)</p> <ul style="list-style-type: none"> ● To manage the set-up of all performances, goods and services within the system to given deadlines ● Liaise with Senior Management Team and Marketing Department to ensure event details are completely accurate before tickets are made available for sale 	20%
<p>Accounting</p> <ul style="list-style-type: none"> ● Reconcile Subscription redemptions and sales. ● Investigate chargebacks in conjunction with the Bookkeeper. ● Review the weekly ticket and concessions cash reconciliations provided by the Box Office team. Investigate and resolve any issues which may have arisen with Box Office providers and ticket agents 	10%
<p>General</p> <ul style="list-style-type: none"> ● To attend regular Marketing department meetings ● To attend weekly team meetings ● To work laterally with the Marketing department on various projects and campaigns (social media, email, etc...) as time allows. ● Respond to audience and producer feedback and respond to or communications to box office email as well as social media and online platforms. ● Co-ordinate provision of ticket stock ● Carry out other duties consistent with the role of Patron Services Manager ● Maintain, inventory, and re-stock concessions 	
<p>Additional duties and responsibilities as assigned in support of the company.</p>	

Qualifications/Skills:

Experience:

- Two years of experience working in theater management/administration
- Two years nonprofit management/administration, and project management experience required (preference to customer facing experience)
- Two years previous supervisory experience
- Bachelor's degree or equivalent experience. Degree in theater or arts administration preferred
- Knowledge of Box Office and Front of House best practices a plus
- Experience working with patrons and donors with diplomacy, discretion, professionalism
- Demonstrated competency in Google Workspace, MS Office (Excel, Word, PowerPoint), calendaring and screen-sharing/online meeting applications, and a CRM database (OvationTix/AudienceView)
- Demonstrated ability to work successfully with volunteers and community members in a collaborative manner
- Demonstrated history of working with people from diverse cultures, backgrounds and economic strata
- Demonstrated commitment to social justice
- A current driver's license and clean driving record preferred

Essential Knowledge, Skills, and Abilities:

- Experience in a small-to-medium arts organization including staff & systems management
- Demonstrated experience with government funding and trusts/foundations applications and relationships
- Demonstrated commercial acumen
- A person accustomed to working independently on tasks while also motivating and leading a collaborative team within the organization
- High level of attention to detail
- Excellent written and oral communication skills
- Sense of humor
- Commitment to transparency and inclusivity

Benefits:

Health Insurance support package (Full time Employees) Continuing education opportunities. Paid Time Off Flexible work schedules and work location.	TICKETS Complimentary tickets to SFP productions Discounted tickets to hosted productions CLASSES Discounts to Playhouse Studio classes
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Working Conditions:

- Normal Office environment.
- Extended viewing of computer screens.
- Some evening and weekend work required.
- Some travel required.
- Extended work on your feet.
- Santa Fe Playhouse is located in historic downtown Santa Fe and is air-conditioned, in a wheelchair accessible building, and in close proximity to public transportation.

Equity and Inclusion:

Santa Fe Playhouse strives to be an anti-racist, fully accessible, multicultural theater that is truly welcoming to all. Employees will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency, and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding institutional racism and building cultural competency and exhibit a commitment to diversity, equity and inclusion.

COVID Vaccination Policy:

- As a condition of employment, Santa Fe Playhouse will require all who report to work on site (either at The Santa Fe Playhouse or any other workspace or performing location) to receive the COVID-19 vaccine.

TO BE CONSIDERED

1. Submit a resume detailing related experience and education
2. Attached a cover letter that outlines how your related experience and education qualifies you for the position. You can address this letter to Colin Hovde and send to submissions@santafeplayhouse.org.
3. Include a writing sample (if relevant to the position)
4. Applications are reviewed on a rolling basis and the position is open until filled.

For the safety of our guests and staff the Santa Fe Playhouse requires all staff to be fully vaccinated against COVID-19. Documentation of current vaccination will be required if an offer of employment is made.

Equal Opportunity Employer including disabled and veterans.

Individuals seeking employment with our organization are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

Compensation Transparency:

Santa Fe Playhouse recognizes that conversations about salary can be difficult and often lack transparency. In our commitment to working with top-tier talent we strive to provide pay and benefits that meet the market standards by leveling with industry peers to determine the pay range for each position. Where a given employee falls in that range is determined by experience and skill set. Santa Fe Playhouse works to administer a compensation and benefits program in a manner that is transparent, consistent, and equitable across the company.

Disclaimer:

This job description is not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position. All Santa Fe Playhouse employees may be required to perform duties outside of their normal responsibilities from time to time, as needed, to meet the ongoing needs of the organization.