

RIVERSIDE THEATRE

House and Patron Services Manager Job Description

As the first point of contact for most patrons, the House /Patron Services Manager serves as the daily face of Riverside Theatre. During performances, the H/PSM oversees all public areas of the theatre, ensuring that the experience of each patron is enjoyable and safe. During daytime box office hours, the H/PSM maintains patron relationships, answers questions, and provides assistance during the ticket sales process, to ensure a positive experience at the theatre. The H/PSM follows operational protocols established by the Executive and Artistic Directors and reports to the Executive Director.

This is an hourly, part-time position, with weekly hours determined by performance schedule:

- During non-show weeks, approximately 15 hours/week (afternoons Wed-Fri)
- During show week, approximately 30 hrs/week (Thurs, Fri Sat evenings and Sun afternoons.)

Primary Responsibilities Include

- Managing ticket sales for all productions and events using box office software (EasyWare); processing ticket sales received by phone, mail, email and online.
- House Managing all performances of season productions and ticketed events in the theatre, and occasionally, other events as requested. Selling concessions.
- Ensuring the lobby, restrooms and theatre are always clean and welcoming for patrons and visitors to the space; supervising cleaning assistant.
- Entering all incoming revenue information into EasyWare: ticket sales, subscription sales, donations, classes, in-kind donations, etc.
- Purchasing ticket stock and other Box Office and front of house supplies. Purchasing concessions with the assistance of the Finance Manager.
- Coordinating and training Volunteer Usher Group, following established protocol. Overseeing Ushers during performances.
- Producing sales and donation reports on a daily, monthly, and show-by-show schedule, and as requested. Preparing bank deposit reports.

Computer/Software Skills

Comfortable creating and working with MS Excel and Word; some experience with database software, email and web-based software.

Additional responsibilities include (but are not limited to):

- Assisting other staff with administrative tasks during non-busy daytime hours (assisting with in-house mailings, web research, photocopying, etc.)
- Working with Marketing Manager to develop video and signage for the lobby.

Hourly rate based on experience (other box office/customer service/retail are relevant.) To apply, please email resume: development@riversidetheatre.org.