



Organization: Riverside Theatre

Job Title: Patron Services Manager

Reports To: Managing Director

Category: Part-time, average of 20 hrs/week

Start Date: October 15, 2023 (or earlier if available)

Deadline: October 1, 2023 (or until filled)

Hourly Wage: Starting at \$17/hr, commensurate with experience

The Patrons Services Manager is a part-time position that will work alongside the Managing Director, Box Office Lead, and Front of House staff to ensure excellent patron experience, and to plan and deliver front of house support along with overseeing internal and community event operations at Riverside Theatre. This position ensures that public spaces and performance venues are ready for guests, and creates a welcoming and lively environment for volunteers, support staff and patrons.

This is a part-time position with flexible day time hours and fixed evening and weekend hours. Evening and weekend hours are following Riverside’s production and special events schedule and can be modified from time to time.

Applicants are asked to send a cover letter and resume to admin@riversidetheatre.org by October 1, 2023. The role will begin as soon as possible as availability permits for the selected candidate.

The position reports directly to The Managing Director.

GENERAL

- Serve as primary house manager for performances of season productions, special events, rentals at the College St Theatre and/or at Riverside Theatre's Festival Stage, and occasionally, other events as requested
- Participate in box office duties as needed, including occasional shifts, selling tickets, and responding to patron requests
- Be the on-site point person during performances and other events
- Participate in weekly staff meetings to understand production schedules, seating configurations, and all other information that concerns the theatre and events
- Track, report, and analyze attendance figures, concessions sales, audience trends and other information pertaining to patron services.
- Assist in setting up rentals, stay on top of rental needs and requirements
- Be the point of contact for Agile Ticketing Software, submit maintenance requests, stay on top of trainings and software updates
- Create events in Agile, including rentals that use RT's ticketing system, and other special events; ensure proper price points, discounts, and fees are in place
- Create seating charts in coordination with production team to ensure there are spots for ADA seating, room for emergency evacuation, and other safety precautions; communicate necessary changes with the Facilities Manager and Producing Artistic Director
- Ensure tickets are released to members and general public according to schedule
- Have full understanding of the membership structure, answer questions, and troubleshoot issues

HOURLY EMPLOYEES & USHERS

- Hire and train hourly box office and house management employees
- Create weekly schedule for the house management hourly employees
- Monitor hourly employees' hours, send home early if not needed, call in additional employees if necessary
- Perform hourly employee yearly evaluations
- Create usher sign ups, train ushers, make sure they understand the seating configuration and can answer most common questions

SUPPLY MANAGEMENT

- Maintain concessions stock, order, request payment from the MD, properly store concession stock
- Monitor concession sales, create reports, offer improvement ideas based on daily sales and interactions with patrons
- Keep track of front-of-house supplies (bathroom supplies, office supplies), reorder as needed

FINANCIAL

- Create financial report for concession sales at the end of every event, prepare cash and checks for deposit
- Monitor admission sales paid with cash and checks, alert the MD, prepare for deposit

FACILITY

- Oversee the maintenance of the entire theatre and public spaces in the building; make sure they are clean and inviting, and perform as-needed touch ups (e.g., clean fingerprints on mirrors and windows, mop snow and rain stains off floors, dust off counters and other items in the lobby, regularly empty the second floor fridge, take out trash)
- Communicate special cleaning needs to the janitor and/or janitorial company
- Report facility issues at the staff meetings or to the Managing Director (broken inventory, light bulbs out, etc.)
- Communicate advertising materials needs to the Managing Director and/or Marketing Associate
- Communicate development materials needs to the Director of Education and Outreach

Required qualifications:

- Computer literacy
- Experience and skills with customer service
- Experience with money handling
- Must be 18 years old (to be able to sell alcoholic beverages)
- Comfortable checking IDs
- Works well independently and in teams

Desired qualifications

- Comfortable with crowds and crowd management
- Experience with ticketing software and point of sales systems
- An appreciation for theatre arts and Riverside Theatre's mission, vision, and values