



Organization: Riverside Theatre

Job Title: Patron Services Manager

Reports To: Managing Director

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

Start Date: Sept 7, 2026 (earlier availability for training preferred)

Deadline: Until filled

Hourly Wage: Starting at \$18/hr, commensurate with experience

Application process: Send cover letter, resume, and 3 references to irena@riversidetheatre.org

This position reports to the Managing Director (MD) and is part-time (average of 20 hrs/week).

The Patrons Services Manager works alongside the Managing Director, Box Office Lead, and Front of House Service 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 daytime 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, with agreement from the MD.

Primary responsibilities include:

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 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 or on-call front of house 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
- Assist in setting up rentals, stay on top of rental needs and requirements

- Be a point of contact for Agile Ticketing Software, submit maintenance requests, stay on top of trainings and software updates
- Have full understanding of the membership structure, answer questions, and troubleshoot issues
- Report any patron or volunteer issues/complaints to MD and, if needed, work with MD to resolve
- Maintain a lost and found system and develop system for contacting patrons and/or donating said items

HOURLY EMPLOYEES & USHERS

- In collaboration with MD hire and train hourly box office and house management employees
- Create schedules for the house management hourly employees
- Monitor hourly employees' hours, send home early if not needed, call in additional employees if necessary
- Work with MD to address job performance and behavior issues, prepare and communicate verbal and written warnings
- In collaboration with MD create, distribute and maintain emergency forms for each front of house employee; ensure those forms are accessible to house managers and properly destroyed upon staff member's termination
- Create usher sign ups, train ushers, create a welcoming and positive volunteer experience, and make sure they understand the seating configuration and house policies and can answer common patron questions

SUPPLY MANAGEMENT

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

FINANCIAL

- Create financial report for concession sales as requested, prepare cash and checks for deposit
- Monitor admission sales paid with cash and checks, alert the MD, prepare for deposit
- Check mail each shift, log incoming checks in the deposit log, make bank deposits as requested

FACILITY

- Oversee the maintenance of the entire audience area of the theatre and public spaces in the building, including appliances; 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, vacuum, dust off counters and other items in the lobby, maintain concessions and merchandise areas, regularly empty the second floor fridge, take out trash) and repairs.
- In collaboration with MD develop safety and emergency response plans, communicate those plans with house managers
- Assist with occasional clean out of the dressing rooms
- Communicate special cleaning needs to the janitor and/or janitorial company
- Report facility issues at the staff meetings or to MD (broken inventory and appliances, light bulbs out, etc.)
- Communicate advertising and development materials and program needs to the MD and/or Director of Outreach and Education

- In collaboration with MD plan and execute the move from the theatre to the Festival Stage before Free Shakespeare; and the move back to the theatre after Free Shakespeare closes
- Participate in occasional “all hands on deck” days when the entire staff is helping one department complete its task