

POSITION ANNOUNCEMENT
AUDIENCE SERVICES MANAGER



POSTING DATE: June 2019
STATUS: Full-Time
REPORTS TO: Associate Director of Sales & Audience Services
POSITION AVAILABLE: August 2019

ABOUT ROUND HOUSE THEATRE

Dubbed “the current meteor in DC theatre” by Peter Marks of The Washington Post, Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area. A nonprofit professional LORT theatre with an annual budget of over \$6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House Theatre is a home for outstanding ensemble acting and lifelong learning that seeks to captivate audiences with stories that inspire compassion, evoke emotions, and demand conversation. With a growing subscriber base and having just completed the best-attended and highest-grossing seasons in its history, Round House produces a six-show season of new plays, modern classics, and musicals for more than 55,000 patrons each year at its newly renovated 340-seat theatre in Bethesda in addition to providing educational programs for more than 4,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

The Audience Services Manager oversees the successful execution of day-to-day operations in the Box Office, including single ticket sales, subscription sales, complimentary ticket allocation, education program sales, group sales, and outbound sales. This position leads a team of part-time Box Office sales staff in providing fast, knowledgeable, high-quality customer service to over 30,000 patrons annually. The Audience Services Manager partners with the Lead House Manager to offer front-line engagement with patrons and serve as a lead ambassador of the Round House brand. She or he also executes group sales strategy for the organization (developed in conjunction with the Associate Director of Sales & Audience Services and the Director of Marketing & Communication) in order to expand our reach and visibility with area businesses, service organizations and cultural institutions. An engaging personality and high attention to detail are required of a successful candidate.

ORGANIZATIONAL STRUCTURE

The Audience Services Manager reports directly to the Associate Director of Sales & Audience Services and supervises Box Office Associates.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Supervise staff in efficient operations of the Box Office, including oversight of subscription and single ticket sales, education program sales, and individual donations, and allocate specific responsibilities to accommodate job tasks
- Day-to-day management of the box office, including but not limited to preparing daily will call; coordinating with third party organizations, such as Goldstar or TodayTix; processing complimentary and paid ticket requests for patrons, staff, press, and donors; cash handling and reconciling deposits.
- Achieve Group Sales revenue goals by researching, contacting and cultivating sales leads on an outbound and inbound basis
- Oversee scheduling, training and supervision of part-time employees
- Assist in processing single ticket & subscription sales in person and via phone as needed
- Maintain strong communication with and assist House Management Staff as needed
- Assist in the maintenance and setup of ticketing software
- Maintain up-to-date communications for Box Office, including sales and promotions, software updates

- Complete reports and projects assigned by the Associate Director of Sales and Audience Services
- Follow industry trends and best practices in ticketing and front-of-house management to ensure the best possible overall patron experience
- Attendance at performances, and promotional and special events as needed
- Additional duties as assigned

QUALIFICATIONS

- Minimum two (2) years of previous box office management experience, or comparable ticketing and outbound sales record
- Experience in management and training of staff
- Familiarity with ticketing sales systems (Spektrix preferred)
- Excellent customer service background
- Outgoing personality and willingness to engage diverse communities and stakeholders through marketing & sales
- Schedule flexibility and willingness to work occasional performance duty
- A background and/or interest in theatre is a plus

BENEFITS

- Health insurance – Choice of fully-funded HMO or optional PPO
- Dental, Life and Long-Term Disability Insurance
- Generous paid time off, including annual, personal, and sick leave

HOW TO APPLY

Submit a cover letter and resume to jobs@roundhousetheatre.org. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit RoundHouseTheatre.org. No phone calls please.