

Audience Services Manager

Arden Theatre Company, Philadelphia, PA | www.ardentheatre.org

About the Arden

Founded in 1988, Arden Theatre Company is a professional regional theatre that strives to offer the highest quality theatrical productions and educational programs to the artists, audiences, and students of Greater Philadelphia. Each year, we produce the Mainstage season as well as Arden Children's Theatre, the city's first resident children's theatre. From our productions that reach over 100,000 audience members each year, to our educational outreach programs that inspire and empower 6,000 students in schools across our region, the Arden stands out as a haven for shared stories and an important incubator for the creation of new work.

In our last full season, 2018/19, the Arden produced seven Mainstage and two Arden Children's Theatre productions, resulting in 503 performances that were seen by more than 107,000 people, continuing to be an important force behind the vitality of the Old City neighborhood and in Philadelphia's cultural landscape.

Position Summary

Arden Theatre Company's Audience Services Manager is accountable for all of the company's Front of House operations. The Audience Services Manager will be responsible for management of the box office, including staffing, budgeting, financial tracking, procedures and software. The Audience services Manager is responsible for House Management including staffing and procedures. The Audience Services Manager is responsible for all Concessions operations including staffing, budgeting, inventory, sales, and strategies. The Audience Services Manager is responsible for the Arden's accessibility programs including management of equipment, scheduling of accessibility performances, and development of accessibility opportunities. The Audience Services Manager serves as the custodian of the Arden's relationship with its patrons and will interact with them on a regular basis at performances and through regular correspondence.

The Audience Services Manager reports directly to the General Manager.

Anticipated start date: September, 2021

Responsibilities include:

- Develop and promote a positive and attentive customer service culture for all audience interactions and relations.
- Create a collaborate environment where all aspects of front of house work together efficiently and effectively.
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- **Plan, supervise, and be accountable for all box office operations.**
 - Hire, train, and manage Box Office Manager and Assistant Manager
 - Supervise the hiring, training and management of Box Office Associates, part-time staff, and apprentices
 - Develop and implement effective procedures for daily operation of box office
 - Be accountable for box office financial procedures and transaction tracking

- Manage the Box Office budget
 - Manage the use and training of the Arden's ticketing software
 - Manage comp ticket requests and ticket donations
 - **Plan, supervise, and be accountable for all House Management operations.**
 - Hire, train, and manage House Managers
 - Develop and ensure execution of house management procedures
 - **Plan, supervise, and be accountable for all Concessions operations.**
 - Hire, train, and manage Concessions staff
 - Develop and ensure execution of Concessions procedures
 - Manage Concessions budgets, banks, deposits, inventories, equipment, and facilities
 - Maintain and develop Concessions vendor relationships
 - Design and develop Concessions displays, locations, and strategies to achieve sales goals
 - **Plan, supervise, and be accountable for all Accessibility programs.**
 - Manage and be accountable for the Arden's accessibility programs including captioning, ALD's, audio description, and any other opportunities
 - Manage accessibility equipment and maintenance
 - Collaborate with other departments on incorporating accessibility into performance schedules
 - Collaborate with local and regional resources, organizations, and the community to develop and enhance accessibility opportunities
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- Collaborate with General Manager and Operations Manager to ensure maintenance of facility
 - Support rentals and events as necessary
 - Complete weekly payroll and employment tasks as needed for all front of house employees
 - Participate in weekly sales meetings and reporting
 - Participate in safety and emergency procedure planning for each production/event as needed

Experience and Qualifications:

Successful candidates will:

- Have substantial retail or customer service experience.
- Be an exceptional leader and collaborator with an ability to engage with a wide range of people.
- Have a broad-based knowledge of common front of house practices, including ticket sales, house management, and events.
- Have budget management experience and the ability to create and monitor budgets and expenses.
- Have strong communication skills, with demonstrated success in motivating, directing, and managing staff, as well as experience in managing up; also have creative judgment, excellent problem-solving skills, and be detail-oriented.
- Have working knowledge of and willingness to promote current health and safety practices in the theater industry.
- Be willing and able to work flexible hours/days reflective of the dynamic schedule of a theatre which includes a variety of hours including evenings and weekends.
- Be someone with initiative, creativity, and a collaborative spirit. Must have the ability to work within a fast paced, dedicated management team—rolling up your sleeves must be a favored tactic.

- Express a passion for theatre and in the Philadelphia cultural community with a genuine interest in becoming a driver of the Arden's mission and vision.

Compensation

Compensation for this position is \$45,000-49,000/year

The position is full-time/exempt.

The company provides Medical and Disability Insurance, a Flexible Savings Plan, a Defined Contribution Plan, as well as paid vacation, personal, and holiday leave.

Application Process:

Applicants should submit cover letter, resume, and three professional references to:

humanresources@ardentheatre.org

Applications should be received by July 30, 2021.

Arden Theatre Company is an Equal Opportunity Employer committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, veteran status, and any other characteristic protected by applicable law. Applicants from historically underrepresented groups in the theatre field are strongly encouraged to apply.