



Patron Services Manager

ABOUT A NOISE WITHIN

A Noise Within has been called “an oasis for those who love classic stories” by Los Angeles Times and is a leading regional producer based in Pasadena, Calif. ANW’s award-winning resident company is committed to representing the entire community at their state-of-the-art, 324-seat performance space. In addition to producing world-class performances of classic theatre, the organization runs robust education programs with the goal of inspiring diverse audiences of all ages, and a community-centered program – Noise Now – that expands our family by engaging with our neighboring communities and peer organizations.

ANW believes in working hard on our anti-racist practice across the whole organization. By interpreting our mission to fully engage audiences through community and artist-centered work in multiple creative disciplines, ANW is striving to be a theatre that better serves our entire community.

GENERAL POSITION DESCRIPTION

A Noise Within (ANW) seeks an experienced Patron Services Manager to oversee box office operations for the company. The Patron Services Manager, reporting to the Director of Marketing & Communications, is responsible for overseeing all box office personnel, ensuring a high-quality customer experience for our patrons, and collaborating with the Marketing Team and Executive Leadership on ticket sales strategy for all public events. The successful candidate will be comfortable in a highly collaborative and data-driven environment. They will motivate and coach front-line staff as we connect our audiences with 6 mainstage productions and numerous one-off events generating over \$1 million in ticket sales annually, with a subscription base of over 2,000 loyal patrons. As with all staff, the Patron Services Manager will also have a role in implementing and contributing to ANW’s Strategic Plan and Anti-Racism Action Plan.

RESPONSIBILITIES:

- Manage all box office activity, processes, and procedures including subscription, single ticket, and group sales, telemarketing campaigns, and patron correspondence
- Set and cultivate a positive work culture for front-line staff including coaching and mentorship for box office staff, excellence in customer service, sales-oriented mindset, and personal wellbeing
- Master all aspects of the company’s ticketing database (currently AudienceView) including the ticketing program, data management, reports, and queries to better understand our patrons; Assist with the implementation of a new ticketing database
- Assist and support Marketing with building the season production calendar, proofing marketing materials, setting sales goals, administering sales initiatives, and ensuring marketing materials accurately reflect inventory on sale
- Design and manage input of each season’s prices, packages, discounts into the ticketing system and maintain a clean and updated database
- Collaborate with the House Manager to craft an excellent, consistent, and equitable audience experience
- Monitor house inventory and manage inventory with third-party ticket vendors and offers as needed
- Manage box office accounting and budget including daily reconciliation of all box office and Education Program cash/check revenue and weekly reconciliation and preparation of cash and check deposits; manage box office expenses including staff payroll
- Oversee the hiring and training of all box office staff and support the General Manager in the training of House Manager and Head Ushers



QUALIFICATIONS:

- 5 years' experience in relevant field (box office, hospitality, etc.) with a track record of successfully managing staff and/or supervising customer relations
- At least 2-3 years' experience with data analysis and interpretation skills including the ability to communicate that data effectively to others
- Bachelors degree or equivalent experience required

SKILLS & ABILITIES:

- Exceptional communication and interpersonal skills to manage a wide variety of internal and external relationships
- A good team player with the ability to keep patrons satisfied and make staff feel supported under a wide variety of circumstances
- Facility with customer relationship management databases such as AudienceView (our system) or equivalent
- Excellent organizational skills and attention to detail
- Demonstrates a commitment to equity, diversity, and inclusion initiatives and values, and to an anti-racist work culture
- Enthusiasm to learn and grow in a fast-paced environment
- Must be available to work some evenings and weekends

COMPENSATION & STRUCTURE:

The position is full time, with a salary of \$58,500-\$60,000 annually

- Reports to: Director of Marketing & Communications
- Direct Reports: full-time Patron Services Associate; part-time Box Office Assistants

BENEFITS:

- Company-paid HMO (employees may "buy up" to additional offered coverage)
- 11 paid holidays and one floating day
- Paid vacation and sick time
- Company-matched benefit savings plan

To apply, please send a cover letter and resume to kbrandt@anoisewithin.org. Please include "Patron Services Manager –Candidate Last Name" in the subject line. Please, no follow up calls. We invite candidates to review our anti-racism efforts here: www.anoisewithin.org/equity-diversity-inclusion-at-anw. Candidates of color and from diverse backgrounds strongly encouraged to apply.