

CO-MANAGER OF AUDIENCE SERVICES

Philadelphia Theatre Company (PTC) is seeking a **Co-Manager of Audience Services** with a passion for helping people and excellent customer service skills to join our staff. This position will report to the Director of Marketing and is a partnered management position. Along with their fellow Co-Manager of Audience Services, this person will support the day-to-day and showtime operations of the box office at the Suzanne Roberts Theatre. This is a public-facing position that interacts with patrons daily via email, phone, and in-person.

Duties and Responsibilities

- Support PTC's vision of an exemplary patron services experience across all interfaces and for patrons of all backgrounds;
- Field patron concerns, questions, and feedback while working in coordination with House Management before, during, and after performances;
- Lead, teach, and supervise part-time Audience Services staff along with other Co-Manager, and equally serve as general supervisor on a daily basis;
- Responsible for all Tessitura functions related to ticket sales, exchanges, refunds, daily reporting, performance seating books for House Management, and Tessitura database entry and maintenance;
- Manage, print, and distribute physical and electronic will call for performances and advanced mailings;
- Advise and occasionally assist other departments (Development, Rentals, and Marketing as related to group sales) on their individual access and tasks related to Tessitura functions for increased productivity;
- Monitor and maintain cleanliness and organization in the PTC Box Office;
- Maintain and troubleshoot NSCAN ticket scanning devices, when necessary;
- Proactively seek best practices on Tessitura optimization, attend meetings with leadership, and advise and make recommendations on best use as it relates to ticket sales and marketing support functions;
- Continue professional skills and development related to Tessitura through attending skills workshops and classes throughout the year;
- Additional responsibilities as may be assigned.

Qualifications

Experience and Eligibility:

- Experience with Tessitura ticketing/CRM software.
- At least one year of experience managing a box office.

- Must be fully vaccinated as defined by the CDC in order to be eligible to work, per PTC's COVID-19 Vaccination Policy.

Skills and Abilities:

- Commitment to Equity, Diversity, Inclusion, and Accessibility;
- Proficiency in Google Suite and Microsoft Office Suite;
- Ability to lead, teach, and supervise part-time Audience Services Associates;
- Ability to make decisions under pressure before and during showtimes;
- Skilled at graciously handling a wide variety of personalities;
- Aptitude for offering an exceptional and friendly experience to patrons of all backgrounds;
- Attention to detail, the ability to multitask, and strong time management skills;
- Ability to handle confidential information and follow best technology practices.

Working Conditions

Typical schedule while not in show runs is Monday through Friday, 10am-6pm, with the Box Office open to the public from 12pm-6pm. Typical schedule during shows will be adjusted to include evenings (as late as 9pm) and weekends. The Co-Managers of Audience Services will primarily work at the Suzanne Roberts Theatre (480 S. Broad Street), and from time to time may run errands to or attend meetings at PTC's administrative office (215 S Broad Street, Suite 304).

Compensation

This is a full-time salaried exempt position with a minimum annual salary of \$40,600. Full-time employees have access to medical insurance (including vision) and dental insurance, currently fully covered by PTC. Employees may also upgrade their medical insurance plan at their own expense. PTC provides employees with the option to participate in a pre-tax 403(b) retirement plan. In addition to the paid company holidays, paid time off includes 10 vacation days, 4 personal days, and 7 sick days per fiscal year.

How To Apply

Please send a cover letter and resume to employment@philatheatreco.org with the subject line: Co-Manager of Audience Services. No phone calls or drop-in visits, please. References will be requested at a later stage in the hiring process.

About Philadelphia Theatre Company

Philadelphia Theatre Company (PTC) is a leading regional theatre company (LORT D) that produces, develops, and presents entertaining and imaginative contemporary theatre focused on the American experience. PTC balances its Philadelphia roots with a national point of view that combines a taste for adventure with a dedication to new American plays and musicals. Founded in 1974, PTC has presented 201 world and Philadelphia premieres. More than 50

percent of PTC's world premieres have moved on to New York and other major cities, helping to earn Philadelphia a national reputation as a hub for new play development.

Philadelphia Theatre Company is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. We are committed to equity, diversity, and inclusion in all areas of our work, including play selection, casting, marketing and public relations efforts, recruitment of staff and volunteers, and the composition of the Board of Directors. We are especially interested in applicants who embrace our stated core values: to be ambitious, joyful, and flexible, and act with integrity and care.