



## Patron Services Supervisor

### **About BroadStage:**

BroadStage is a contemporary performing arts presenter in Santa Monica that energizes audiences and community through bold performances and personal connection. A proud partner of Santa Monica College, BroadStage's primary venue is the Santa Monica College Performing Arts Center, which includes three venues: The Eli & Edythe Broad Stage, a 535-seat venue combining the warmth of a small theater with the acoustics and staging of a grand hall, The Edey, an intimate black box space, and The Plaza an indoor/outdoor space perfect for live music, dancing, and community building.

BroadStage is part of the SMC tradition of community service, providing educational programs for high school and college students, artist workshops, and special events. After a 15-year anniversary in 2023, we're expanding to meet a rapidly evolving set of needs for artists, audiences, and community.

Under the leadership of Artistic & Executive Director Rob Bailis, BroadStage is broadening its impact through a new artistic vision and expanded venue footprint, celebrating our shared humanity and expanding the role the arts play in the vitality of our diverse community. We believe that through the arts we can design the future we wish to see, evolving our work for a new day, and shaping a world in which we can all proudly live. To learn more about BroadStage visit [www.BroadStage.org](http://www.BroadStage.org).

### **Essential Responsibilities:**

#### ***Administrative/Operational***

- Maintain and update patron database
- Manage and train a team of box office associates; including scheduling the box office team to ensure proper coverage
- In collaboration with the Senior Manager of Ticket Operations, recommend and implement policies and procedures to support high levels of patron service

- Communicate regularly with other departments to assess hold needs for performances including production holds, high level donor seating, press seating arrangements, community program needs, and others
- Manage and enforce policies regarding ticket sales, complimentary tickets, returns, and exchanges, both internally and externally
- Attend relevant staff meetings and work in collaboration with all BroadStage departments to ensure a seamless and positive patron experience
- Prepare and distribute relevant ticketing reports
- Ensure the accurate recording, and reconciliation of ticket transactions; maintain strict oversight of cash handling
- Manage patron communications through Patron Manager (Know Before You Go emails, post-show emails, monthly surveys)

### ***Customer Facing***

- Provide outstanding customer service to promote a great patron experience
- Direct, manage, and report on inbound and outbound sales calls
- Answer patrons' questions concerning events, schedules, directions, etc
- Work will-call window prior to performances, at our venue and occasionally offsite.
- Resolve patron concerns; clarify the complaint, determine the cause, and select and explain the best solution or seek advice from a supervisor; expedite correction or adjustment; follow up to ensure resolution
- Assist other departments with patron-facing tasks when necessary

### ***Organizational Efforts***

- Communicate with low-level donors regarding Membership satisfaction and renewal
- Work closely with Senior Manager of Ticket Operations on ticket strategy based on patron feedback
- Assist Senior Manager of Ticket Operations with other strategic efforts ie; group sales, discounting campaigns, patron lifecycle management
- Other duties as assigned

### **Qualifications:**

- Proven experience working in ticket office management, scheduling of part-time employees preferred

- Expert knowledge of ticketing or CRM software such as Patron Manager, Tessitura, Spektrix, or AudienceView (Patron Manager or Salesforce experience preferred)
- Proven track record of providing high level customer service with excelled interpersonal communication skills
- Ability to manage in a team-oriented environment to ensure a positive attitude
- Strong organizational and problem solving skills
- Must be able to work in a fast paced environment and enjoy contact with the public
- Ability to remain calm under pressure and seek win-win solutions to customer service complaints
- **Must be able to work evenings and weekends**

### **Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is required to sit at a desk for 4-8 hours
- Specific vision abilities required by this job include focusing on and working from a computer screen and switching back and forth between multiple windows on the screen
- Telephone and headset-assisted conversations with patrons are frequent
- While performing the duties of this job, the noise level in the work environment can be quiet to very noisy
- The employee is regularly required to use hands to handle or feel objects, tools, or controls, and reach with hands and arms
- The employee may have to climb one or more flights of stairs

### **Compensation:**

**Salary:** \$21-\$23 per hour, commensurate with experience. Full-time, 40 hours per week.

**Benefits:** Benefits package includes health insurance, matching 401(k) plan, and paid time off for holidays, vacation, personal days, and sick leave.

**Location:** This position is based in Santa Monica, California. We are currently

offering a remote work/on-site hybrid workplace, where employees work from the office two days per week, and remotely the other three. Show days are always in-person, in addition to the two admin days. While in training, this position will work in-person.

**How to Apply:**

Apply by sending a cover letter and resume to [employment@broadstage.org](mailto:employment@broadstage.org). Please include “Patron Services” in the subject line of the email.

At BroadStage, we believe that the performing arts are a source of joy, nourishment and connection, and that art flourishes when we all cooperate to create a space for it. BroadStage recognizes that the values of equity, diversity, inclusion, access, justice and respect must be fundamental to our work, and it is the responsibility of our staff, artists and patrons to create a welcoming environment for all. We take pride in the culture we are cultivating within our organization, as we celebrate the differences that bring us closer together.

**BroadStage is an Equal Opportunity Employer and all qualified applicants for employment will have full and equal access to employment opportunities.**