

<https://www.inseries.org/post/patron-service-manager-and-engagement-associate>

Role Description

IN Series seeks an experienced and creative box-office/front-of-house officer to fill its new role of Patron Service Manager & Engagement Associate. This will be a key member of the IN Series team, answering directly to both IN Series' Managing Director and Director of Engagement and Individual Giving. This is a two-fold role that comprises the curation of the IN Series patron experience in person and online, as well as assisting in social media campaign design and realization and other marketing driven initiatives.

As the lead voice in designing and realizing IN Series' patron experience, the Patron Service Manager is firstly responsible for all ticket-sales and front-of-house operations. This includes assembling and managing a contract-staff and volunteer house team, imagining and realizing the smooth patron experience from production query to sale of ticket to theatre arrival to performance to post-performance follow-up. This similarly includes overseeing the patron experience on IN Series' digital streaming platform INvision: The Logan Operahouse Without Walls, and the IN Series website. Importantly this role produces the IN Series subscriber experiences, including wine tastings, pre- and post-show talks, Director's Salons, etc.

Secondarily, the Patron Service Manager & Engagement Associate works under the Director of Engagement and Individual Giving to design and maintain an active social media presence for IN Series and to assist in the realization of a marketing planning for the organization, its performance season, and individual productions.

This is a competitive salaried full-time position with benefits, and has the expectation of nights and weekends in line with the performance and event calendar of the organization.

Candidates should have experience in the performing arts as well as retail and/or customer service. They should be well versed in technology and web-services, as well as proficient in social media creation and realization. The most successful candidates will possess skills and/or experience in event production, team management, graphic design.

IN Series seeks a creative and energetic team member willing to take on responsibility and to contribute in a dynamic way to a culture of teamwork.

An estimated breakdown of responsibilities is:

70% Patrons Services (approximately 50% in-person and 20% online)

20% Social Media

10% Marketing Assistance

A non-exhaustive list of responsibilities includes:

- Manage all ticket-sales – phone, online, in-person
- Manage IN Series ticketing platform. IN Series is currently working with ArtsPeople.
- Manage concessions and other sales at IN Series events
- Curate in-person patron experiences

- Collaborate with Artistic Director, Managing Director, and Director of Engagement to design ticket packages, offers, subscriptions
- Produce each year subscriber packages experiences
- Manage staff and volunteer front-of-house team
- Serve as House Manager for all IN Series performances and events
- Manage IN Series website
- Manage INvision streaming platform
- Help design and realize social media strategy
- Assisting in realization of IN Series marketing strategy
- Design and realize first-time ticket buyer, subscriber, and major donor recognition strategy

COMPENSATION:

This is a full-time position with a salary of \$45,000 per year. IN Series provides Health Insurance.

TO APPLY

Submit a cover letter and résumé to luz@inseries.org. Please submit your application by July 1, 2021 to ensure first consideration. Anticipated start date: July 12, 2021

IN Series is an equal opportunity employer that seeks and celebrates ever greater diversity in its staff, board, artists, and audiences.

IN Series recruits, employs, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, immigration status, and other protected status as required by applicable law.

IN Series has a clear vision that the arts should create genuine engagement by building more fully diverse communities. Diversity is the foundation of everything we do. We are fully focused on equality and believe deeply in diversity of race, gender, sexual orientation, religion, ethnicity, national origin, and all the other fascinating differences that make us more fully human.