

POSITION ANNOUNCEMENT
EDUCATION PATRON SERVICES MANAGER

POSTING DATE: May 8, 2023
STATUS: Full-Time
REPORTS TO: Education Program Manager
POSITION AVAILABLE: June 1, 2023



ABOUT ROUND HOUSE THEATRE

Round House is a theatre for everyone. We enrich our community through bold, outstanding theatrical and educational experiences that inspire empathy and demand conversation. We work toward equity, diversity, and inclusion across all aspects of our organization; we highlight voices that have been historically misrepresented and under-resourced by the theatre field; and we ensure that our work is accessible to patrons of all ages, cultural backgrounds, economic groups, and physical ability. Our [organizational values](#) include a [commitment to be an anti-racist](#), anti-sexist organization. We actively encourage people from a variety of backgrounds with different experiences, skills, and stories to join us and develop our working practice.

Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area, with “a renovation matching [its] upgrade in recent years as a purveyor of dramatic art” (Peter Marks, The Washington Post). A nonprofit professional LORT theatre with an annual budget of more than \$9 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House produces a six-show season of new plays, modern classics, and musicals for more than 50,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

JOB DESCRIPTION

The Education Patrons Services Manager provides front-line engagement with education patrons and serves as an ambassador for our programming. Responsibilities include serving as the primary receptionist during programming, handling student registrations and reporting, serving as the department’s Tessitura administrator, maintaining Education calendars, managing phone and email correspondence, coordinating marketing initiatives, booking Student Matinee performances and providing daily administrative support for the Education Department. Additional duties include representing the Education department in cross-departmental workgroups. Teaching is not a primary responsibility, but the ability to teach classes is a plus.

The position will be based primarily at the Education Center in Silver Spring but may be required to work at the Theatre in Bethesda or at offsite programs. Some remote work possible between September and May. This position is expected to work weekends when Education programming is in session, as well as some evening hours for theatre-related events. Candidates should have experience with Apple/Mac systems, Microsoft Office, and ticketing/sales software. An extroverted and engaging personality with excellent phone and interpersonal skills and high attention to detail are required of a successful candidate.

ORGANIZATIONAL STRUCTURE

The Education Patron Services Manager reports to the Education Program Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide primary reception coverage at the front desk during programming at the Education Center, which includes extensive interaction with students and parents.
- Provide full support for the Education Department including managing phones, email and mail, office organization, calendars, file-keeping, and material distribution and mailings.
- Coordinate department use of CRM software (Tessitura) including student entry, information tracking, and reports, while maintaining high standards of accuracy.
- Serve as the department’s administrator for CRM including putting classes and camps for sale on website using Tessitura and TNEW.

- Cultivate and maintain relationships with schools, parents, PTAs, cultural institutions and other Education patrons in order to expand our reach and visibility and increase participation in Round House Education programs.
- Correspond on behalf of RHT Education to staff, board, patrons, schools, and professional community.
- Schedule and supervise projects for the Education apprentices & interns.
- Monitor maintenance and upkeep of RHT Education Center, coordinating with Facilities Manager and/or General Manager to resolve any facility issues; maintain office supplies and equipment. Serve as an off-hours emergency contact.
- Complete and maintain financial records for the department, including processing class registrations, tracking tuition revenue, and tracking expenses.
- Assist with the development, implementation, evaluation and enforcement of the Education Department policies and procedures.
- Coordinate safety and compliance concerns with Facilities Manager and/or General Manager
- Serve as a substitute teacher and/or provide classroom support for teachers as needed.
- Represent Education department in cross-departmental workgroups
- Other duties as assigned.

QUALIFICATIONS AND CAPABILITIES

- Outgoing personality and willingness to engage diverse communities and stakeholders including students of all ages, as well as parents and other interested parties
- Familiarity with ticketing sales systems (Tessitura) including sales windows, reports windows, ticketing setup windows, and system tables.
- Excellent interpersonal, verbal, and written communication skills.
- Outstanding organizational skills and attention to detail with the ability to handle multiple tasks and projects concurrently and to work independently and in a fast-paced, team-oriented environment.
- Proficiency with Apple/Mac systems and Microsoft Office Suite including Outlook, Word, and Excel.
- Schedule flexibility and ability to work occasional nights.
- General knowledge of theatre and/or production experience preferred.
- Valid driver's license required.

This position must submit to a background check and participate in first aid and CPR training.

Where the qualifications are described in terms of formal education or training, prior experience in a relevant field, as determined by the theatre, may be substituted.

BENEFITS

- Salary in the low to mid-40s, commensurate with qualifications and experience
- Health insurance – Choice of fully-funded HMO or optional PPO
- Dental, Life and Long-Term Disability Insurance
- Generous paid time off, including annual, personal, and sick leave

HOW TO APPLY

Submit a cover letter and resume to jobs@roundhousetheatre.org. Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit RoundHouseTheatre.org. No phone calls please.