

Broadway Rose Theatre Company

Position: Patron Services Assistant Manager, Volunteer Coordinator

The Broadway Rose Theatre Company Patron Services Assistant Manager assists with box office operations, including providing direct customer service over the phone and at the box office counter, by selling single and season tickets; maintains front of house operations, including concessions, souvenir and company supply inventory and ordering; aids in training and staffing the front of house for productions; assists the Patron Services Manager with overseeing the volunteer assignments and Volgistics database; assists with volunteer projects, recruitment, events, and communications.

Reports to: Patron Services Manager

Responsibilities include but are *not limited to*:

- **Box Office**
 - Maintain highest quality of customer service for all BRTC patrons.
 - Sell tickets to patrons during designated box office hours, and before and during performances.
 - Help manage ticket inventory, and provide ticketing services for all BRTC subscribers and single ticket patrons, and for other BRTC events or activities as needed using Tessitura ticketing software.
 - Communicate any customer service issues that may need special attention to the Patron Services Manager.
 - Know about and implement current marketing promotions.
 - Assist with day-to-day tasks and office projects as needed.

- **Volunteers**
 - Schedule and organize volunteers for mailing parties, ushering, and all BRTC events that volunteers are needed.
 - Assist the Patron Services Manager in managing Volgistics database including event set-up, tracking, and communications.
 - Lead volunteer orientations for both the New Stage and Deb Fennell Auditorium spaces.
 - Actively recruit new volunteers, and plan special volunteer appreciation events.

- **Front of House**
 - Work with our Concessions Lead to keep concessions inventory in-stock and on budget.
 - Order, maintain, and document all alcohol inventories.
 - Shop for and inventory summer season concessions and souvenirs.
 - Aid the Patron Services Manager in front of house staff training and scheduling for performances.
 - Be available as a back-up staff for the Café on performance nights or special events.
 - Track and aid in administering staff training and renewals: OLCC, First Aid, and CPR.
 - Maintain all ALD, AED, and battery supplies.
 - Manage the general office supplies for the company by taking inventory, sourcing, and ordering supplies when requested.

Essential skills and experience:

- Bachelor's degree preferred.
- 2+ years experience in customer service or sales.
- 1+ years of professional box office experience is preferred.
- Tessitura operator experience is preferred.
- Current OLCC license desirable.
- Previous experience as a volunteer or working with volunteers desirable.
- Competency in the use of MS Excel, Word and Outlook.
- Willingness to work flexible hours, including nights and weekends.
- Excellent active listening skills and verbal communication skills.
- Interest and/or an appreciation of musical theater.