

## **Box Office and Patron Services Manager**

Reporting to the Executive Director, the Box Office and Patron Services Manager is responsible for overseeing the ticketing operations and Front of House to ensure the best possible patron and artist experience.

### **Position Specifics**

- Full time position.
- 35 hours per week.
- The position requires flexibility in schedule during busy season.
- A valid driver's license and access to a vehicle is required as this position will be required to work at both the office and the stage.

### **Key Duties and Responsibilities**

- Act as the primary Box Office Manager and Customer Relationship Manager (Customer Relationship Management system oversight - configure events on Theatre Manager, clean and maintain database, install updates, design report templates, fix technical problems and act as liaison with the CRM system provider).
- Hire, train, schedule and oversee ticket office and Front of House seasonal staff.
- Set and maintain a high standard of customer service and ensure it is met by sales staff.
- Create and foster relationship with new and existing partners for group sales.
- Generate mail lists, sales and royalty reports and provide sales/customer data analysis.
- Respond to customer service issues and inquiries.
- Extract and analyze weekly/daily reports for the Executive Director.
- Prepare and manage settlement of Box Office Sales.
- Oversee ticket processing and reporting for special events.
- Manage Opening Night invitations.
- Draft patron surveys and data analysis.
- Plan and maintain all other ticketing related systems, including but not limited to phone, software, scanning systems.
- Act as main contact for relevant suppliers (phone, internet, libations and concessions at the stage).
- Plan and execute annual student outreach programming (i.e. Camp Rainbow, Musical Theatre Conference) in partnership with other departments (Education, Outreach, and Artistic).
- Administer Community Support Program in partnership with the Development Officer.
- Act as main contact for venue proprietor and venue rentals
- Other duties as assigned.

### **Qualifications / Required Skills**

- Minimum 2 years of experience working in a ticketing office or venue box office environment.
- Good working knowledge of CRM systems.
- Strong customer service skills.
- Strong sales and audience development skills.
- Financial reporting and cash handling experience.
- Demonstrated superior computer literacy.
- Excellent administrative and organizational skills.



- Excellent written and verbal communication skills.
- Strong interpersonal skills with the ability to grow and maintain relationships.
- Friendly, calm disposition with an appreciation for working in a creative team environment.
- Strong communications skills and excellent telephone demeanor.
- Management experience in customer service or sales.

## Additional Information

Rainbow Stage values diversity in its workforce and invites applications from all qualified candidates. If you require accommodation at any stage of the application process, please do not hesitate to make a request.

We thank all applicants for their interest in Rainbow Stage, however only those selected for further consideration will be contacted.

Rainbow Stage is committed to providing a safe and healthy environment for all individuals working with Rainbow Stage. As a result, Rainbow Stage will be following any public health orders that are enacted and may implement testing and masking requirements at the stage.

## Contact Information

Interested candidates are asked to submit a cover letter and resumé to [aprattmcdowell@rainbowstage.ca](mailto:aprattmcdowell@rainbowstage.ca) with the subject line **Box Office and Patron Services Manager**.

**Deadline to apply is December 30, 2022.**

## Employer Profile

Rainbow Stage is Canada's largest, longest-running open-air professional theatre. A not-for-profit charitable arts organization dedicated to the genre of musical theatre, Rainbow Stage's mission is to produce excellent musical theatre, to develop and support talented Manitoba artists and other theatre professionals, and to foster a diverse and engaged audience through a shared exploration of the musical theatre arts.

Rainbow Stage provides Four Pillars of Programming: Education, Outreach, Professional Training and Productions. By connecting our Production pillar to our established Education, Outreach and Professional Training pillars, we have created a bridge for Manitobans as young as 9 years old to begin a journey to a professional career on our stage and behind the scenes.

Rainbow Stage currently operates in three locations in the city of Winnipeg;

1. Seasonal theatre venue in Kildonan Park
2. Administrative offices on Henderson Hwy
3. Various rental spaces for rehearsals, auditions and workshops

As we enter a new strategic plan and as we work toward our 75th anniversary in 2029, we have our sights set on continuing to improve the company's artistic and cultural vision in order to properly serve Manitobans for many years to come.