



**WaterTower
Theatre**
at the Addison Theatre Centre

**Job Description
Patron Services Manager**

Patron Services Manager Duties:

- Attend staff meetings
- Provide outstanding customer service
- Train House Managers and Front of House Associates
- Train, schedule and manage upwards of 150 front of house volunteer ushers
- Resolve seating/ticketing problems
- Answer incoming box office calls and e-mails during the day
- Answer general information requests from the public
- Manage all concessions inventory including baked goods, concessions, coffee, and alcohol inventory
- Process ticket requests and exchanges for WTT shows
- Receive and process subscription orders
- Coordinate box office mailings and communications
- Respond to patron feedback emails and report feedback to WTT staff
- Operate and update our ticketing system to each season's needs
- Orchestrate season ticket campaigns in conjunction with WTT staff
- Act as liaison to ASL interpreters
- Assist with group sales outreach
- Create pre- and post-show e-mails to collect feedback from WTT audiences
- Ensure that patrons have a pleasant experience and that their feedback is heard
- Serve as **primary House Manager**
- Complete TABC Seller/Server Certification with 30 days of employment
- Other duties, as assigned

House Manager Duties:

- Ensure a clean appearance of all public areas (including lobby, house, restrooms, etc) outside of standard janitorial services
- Implement emergency procedures
- Respond to general information requests/feedback from the public
- Manage volunteer ushers during performances
- Report building maintenance issues as necessary
- Secure building at end of performances
- Provide outstanding customer service to both internal and external customers
- Act as WTT representative to patrons at all performances
- Facilitate the standby/student rush programs at each performance
- Provide curtain speeches and other announcements at performances as determined
- Resolve seating and ticketing problems
- Other duties as assigned

Reports to: Director of Finance and Administration

Supervises: House Managers, Front of House Associates, Volunteer Ushers

Hours: Full time 40 hours (M-F 10:00 a.m. – 6:00 p.m.). In addition, evening and weekends hours are required and will vary depending on production schedule. Eligible for approved overtime.