



## **Patron Services Manager**

MCT, Inc. (Missoula Community Theatre and Missoula Children's Theatre) is seeking a Patron Services Manager.

The Patron Services Manager is a professional, management level position responsible for establishing and implementing financial and operational procedures necessary to manage annual ticket sales, concessions sales, event volunteers and walk-in inquiries. This requires a dependable, self-motivated, conscientious individual who can organize a professional box office and comfortably deliver a high level of personalized customer service in a high traffic, non-profit environment. The patron services manager reports to the Marketing Director.

## **DUTIES AND RESPONSIBILITIES**

### **Box Office Management**

- Recruit, hire, train, schedule, supervise and evaluate performance of all patron services employees and front of house volunteers.
- Oversee all box office operations – processing single, season, and group ticket orders in a timely and accurate manner.
- Establish procedures and policies that ensure an excellent level of service to patrons, subscribers, donors, volunteers and patrons.
- Use ticketing database (Patron Manger CRM) to set up performances, allocate seating, set up special offers, and control inventory for maximum customer service and revenue potential.
- Create and maintain a positive, professional, user-friendly and ADA compliant box office environment.

### **Event Staff Supervision**

- Enforce theatre policies and procedures and implement safety/emergency procedures.
- Schedule, train and supervise front of house volunteer positions including house managers, ushers, and concessions.
- House management and event coordination duties as needed.
- Marketing
- Work with Marketing on mailing lists, customer service, and special sales programs.

- Assist with all local marketing efforts including creation of monthly newsletter, facilitating social media, advertising buys, ongoing email campaigns, public relations, and other duties as assigned.

### **Financial Reporting**

- Establish and enforce box office procedures that ensure financial accountability for all staff
- Work closely with Finance Director to ensure all required fiscal requirements be met for tax, auditing, patron and internal reporting and control.
- Create weekly, show, and annual reports for settlement, fiscal control and general box office reporting.

### **EDUCATION AND REQUIREMENTS**

- 2 years management, customer service and staff supervision experience  
Knowledge of theater.
- Excellent computer skills including Microsoft Office, data base and ticketing systems, Survey Monkey and MailChimp, and WordPress. Knowledge of Patron Manager CRM preferred.
- Works a flexible schedule with some holiday and weekend work required.
- Excellent communication and phone skills
- Positive attitude, Team Player - Professional, trustworthy, dependable
- Organized and unflappable - able to easily handle several jobs simultaneously
- Creative problem solver able to work well with minimal supervision

### **COMPENSATION**

\$37 – 40K DOE. This full-time position includes excellent benefits, including vacation, vision, and health/dental.

### **ACCOUNTABILITY**

Successful achievement in this job will include patron satisfaction, meeting/exceeding sales goals, accuracy in reporting, error-free use of the ticketing system, performance excellence of box office team and positive, professional relationships with all MCT Staff – home and tour.

### **TO APPLY**

Position to be filled by late August. For consideration, please forward a cover letter and resume with salary requirement in confidence by Friday, July 10, 2022 to: Victoria Larson: [vlarson@MCTinc.org](mailto:vlarson@MCTinc.org)

***No phone calls please.***

[MCT, Inc.](#) is an umbrella organization sitting atop two distinct yet connected programs: a community theatre production company and the world's largest touring children's theatre. Within our home community of Missoula, Montana, we are an arts organization committed to staging local productions, children's musicals, revues, showcases, and operas. Across the country and throughout the world, we are recognized as the premiere group that brings performing arts opportunities to communities—most notably to kids—who might not otherwise have access to them.

MCT is an Equal Opportunity Employer committed to equity, diversity, inclusion and justice in our organization and our community, and thus we seek a broad spectrum of employees. We strongly encourage and welcome applicants who are Black, Indigenous or People of Color, as well as those who are from other underrepresented communities.