

Job Title: Patron Services Coordinator
Reports To: Marketing Director
FLSA Status: Exempt, Full-time

Position Summary:

The Patron Services Coordinator is responsible for box office operations and providing superior service and support to patrons.

Essential Functions:

Box Office

- Oversee all Box Office operations, including processing subscriptions, single tickets, and group sales in a timely and accurate manner.
- Serve as primary contact for all customer service issues through phone, email, and in person contacts. In the event of weather or a cancelled performance, ensure all patrons are notified through email and voicemail messaging.
- Provide excellent customer service for patrons and donors through consistent application of established policies and procedures.
- Coordinate of all complimentary ticket requests from staff, musicians, guest artists, sponsors, and other VIPs.
- Be knowledgeable about performances, artists, venue, directions, transportation options, nearby hotels, and restaurants to provide outstanding customer service.
- Set up all performances, subscription packages, subscription roll-over, subscription and single ticket prices, price type maintenance, source codes, promotional discounts, custom content data for activation and on-sale dates for all ticketed events.
- Print and mail subscription and single ticket orders.
- Assemble subscription packets for renewal.
- Maintain inventory for tickets, envelopes, brochures, and other box office related items.

Customer Relationship Management (CRM)

- Manage the Customer Relationship Management (CRM) database.
- Maintain all donor, subscriber, and ticket buyer records.
- Set up events, reports, and maintain accurate records.
- Create mailing lists as needed for patron and donor events, marketing initiatives, and special sales programs.
- Generate ticket reports to show sales totals.

Concert Duties

- Transport Box Office and Front of House equipment, and vests/concert attire to and from the Maryland Theatre Box Office for concert performances.

- Manage all sales, exchanges, renewals, will call, and all other customer service issues.
- Work with Maryland Theatre ushers and representatives at performances to manage patron issues related to seating and ticketing.
- Manage all aspects of Will Call, last-minute requests for artists and VIP guests.
- Ensure is transported to the theater and returned to the MSO.
- Ensure someone is in the box office and available at all times to deal with unexpected issues.
- With the Bookkeeper, maintain a system of timely deposits, ticket audits, and concert settlements.
- Maintain guest lists, gather and prepare registration materials, and other duties as assigned for pre- and post- concert events/experiences.
- Break down MSO box office equipment and return Maryland Theatre box office to original condition.

General Office:

- Respond to existing and prospective patrons, donors, community partners, and vendors in response to inquiries through phone, email, website, and in person contacts.
- Provide direct support related to special events.
- Answer all incoming calls to the main phone line and route them as needed.
- Responsible for tidiness/presentability and positive public image of office space.
- Perform other duties as assigned.

Knowledge, Skills & Abilities:

- Associate's degree in project or program management, business management, arts administration, or a related field.
- Extensive knowledge of Microsoft Word and Excel.
- Database management experience preferred.
- Able to manage multiple projects and deadlines.
- Handle confidential matters with discretion and professionalism.
- Strong interpersonal, written, and verbal communication skills.
- Excellent time management skills and attention to detail.
- Ability to speak effectively with, and respond to questions from, patrons and the general public.
- Night and weekend work are required.

Salary: \$40,000-\$45,000 per year plus benefits