



Patron Services and Special Events Manager

Position: Patron Services and Special Events Manager
Position Status: Full-time Exempt
Reports to: Director of Development
Salary: \$45,000 - \$50,000 with benefits (see below)
Updated: August 1, 2022

Adventure Theatre MTC (ATMTC) is committed to building self-sufficiency within our community through acknowledging and removing barriers both seen and unseen to those who would like to participate in the art of theater.

ATMTC believes fundamentally in inspiring wonder in our audiences, classrooms, work culture and community by combining inspiration and action, paired with a desire to lean into the whimsical. At Adventure, we hope to do as much playing in our work as we do on our stages and in our classrooms, and to never cease pushing the limits of possibility.

ATMTC is the pre-eminent Theater Academy for youth in the DC region with an integrated and nationally renowned professional theater for family audiences. Our mission is to educate and inspire new generations of theater artists and audiences with exceptional theatrical experiences.

The **Patron Services and Special Events Manager** of Adventure Theatre MTC facilitates the efficient and effective operation of Patron Services and special events including box office, reception, phone coverage, and supporting the Development Department.

This position plays a key role in processing ticket sales and donations. General work hours are Wednesday to Sunday 10 am to 6 pm, with additional intermittent evening work, as required.

The Patron Services and Special Events Associate reports directly to the Development Director and supervises part-time staff for front desk, box office, and house management.

The broad responsibilities and duties of the Patron Services and Special Events Associate include:

Database

- Take a primary role in processing sales, registrations, and donations into database with accuracy and consistently
- Train part-time staff in proper use of database
- Enter gifts in a timely and accurate manner
- Assist with the building of the theatre seasons in the database in a timely manner
- Assist with other data entry as needed, including Moves Management information in Development.

Patron Services

- Ensure a positive experience for all theatre patrons
- Support special audience engagement efforts including, but not limited to, identifying and dismantling structures that may prevent ALL patrons and students from being part of ATMTC.
- Lead Front of House services team in-person during shows Wednesday through Sunday
- Track all relevant customer services experiences in the database and weekend reports
- Execute a merchandise plan for each show
- Facilitate group sale
- Input in marketing for each show based upon what is seen at the Box Office



Special Events and Fundraising

- Assist in the execution of special events including but not limited to the Gala, VIP openings, and other fundraising events to ensure an exceptional guest experience within budget and with a focus on cultivation and stewardship
- Assist Director of Development with acknowledgments for all gifts

Office Management

- Reception and phone coverage
- Assist with recruiting, hiring, and supervising part-time front desk and front of house staff
- Handle and distribute incoming/outgoing mail
- Assist in ordering supplies as needed
- Payroll and budget management for Patron Services and Front of House part-time staff.

Qualifications

- Have a love of working with children and on children's programming
- Demonstrated positive attitude and self-directed with a strong work ethic
- Excellent communication skills and ability to work with a wide diversity of patrons
- Demonstrated experience with CRM database(s) (Tessitura a plus)
- Demonstrated ability in event management
- Strong enjoyment of helping others with a personal commitment to exceptional customer experience
- Ability to work on a variety of projects simultaneously
- Proficiency in MS Office Suite
- Ability to get CPR/First Aid certification
- Ability to get clearance to work with minor children via Federal and State Background Check
- Fluent in Spanish a plus

This is a full-time salaried position with full benefits.

Highlights of benefits include:

- 100% Individual Health Care Premium
- 100% Individual Dental & Vision
- 403 b Match
- Unlimited Leave

To Apply:

Please submit by any means that you would like (letter, video, video letter, resume, portfolio, etc.) that best represents you and your work. Include and highlight any skills or experiences you think would be most crucial to this position. Feel free to mail, email, or drop off your submission.

In the spirit of aligning with our EDI goals and to ensure that we are considering all candidates fairly, Adventure Theatre commits to review all applications in consultation with a diverse team of staff and board members.

Email: HR@adventuretheatre-mtc.org

Subject: Patron Services

Mail or Drop Off: 837-D Rockville Pike, Rockville, MD 20852

No phone calls please. ATMTC is an EOE.