Audience Services Associate Description

TITLE: Audience Services Associate
REPORTS TO: Audience Services Manager
DEPARTMENT: Marketing, Comms, & Audience Services
FLSA: Part Time, Hourly, Non-Exempt
DATE: 05/21/2024

POSITION DESCRIPTION:
The Audience Services Associate is responsible for maintaining box office operations during weekday box office hours, with occasional work on the weekends. The Audience Services Associate ensures that all box office operations run smoothly and that patrons are provided excellent service, as well as providing administrative support to the Audience Services Manager. They will assist the Marketing, Communications, & Audience Services (MCAS) department with ticketing, promotion, and audience engagement activities through use of Tessitura. Experience in customer service, ticketing, volunteer management, and general knowledge of the theater are important for success in this role.

DUTIES & RESPONSIBILITIES:

- Execute daily Box Office operations (ticket sales, exchanges, subscription sales, etc.)
- Provide excellent customer service and thorough information to patrons.
- Understand and implement all box office procedures.
- Manage cash banks and reconcile sales reports with cash on hand.
- Coordinate and track ticket donations for external requests.
- Ensure box office staff is adhering to data standards and following set procedures.
- Serve as liaison between Front of House staff and Audience Services Manager
- Serve as primary contact for volunteer ushers
- Compile and organize data from Points of Sale, including Square and Tessitura
- Perform general administrative and reception tasks as assigned. Including but not limited to handling inbound and outbound calls, receiving guests, and accepting deliveries.
- Assist in departmental initiatives such as call campaigns, subscription renewals, and Surprise and Delight.
- Assist Audience Services Manager with group sales
- Keep front-of-house spaces tidy and organized
- Participate in department and staff meetings, as able while prioritizing calls and customer service
- Assist Audience Services Manager in coordinating training days and other knowledge-sharing opportunities with Front of House staff
- Work with Audience Services Manager to secure daytime coverage for out-of-office days
- Prepare and track discount offer codes in Tessitura for promotional communications
- Assist with maintaining season and performances in Tessitura, including pricing, holds, and show on-sales
- All other duties as assigned.

Concessions and Merchandise Management:

- Schedule & train front of house staff to manage concession and merchandise sales during performances.
- Price out, procure, and organize snacks and drinks for sale.
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- Oversee concessions technology and processes, including the POS system.
- Report to Audience Services Manager and Director of Marketing regarding revenue from concession sales.

Company-Wide Responsibilities:

- Commit to Woolly's policy of anti-racism and radical inclusivity. This includes participating in anti-bias/anti-harassment training, familiarizing yourself with the policies in the employee handbook, using Woolly's Liberation Library as an educational resource, engaging in EDI work at Woolly, and furthering your own independent journey with anti-racism.

- Cross-departmental collaboration, including participating in at least one Woolly working group, committee, and/or taskforce outside of your own department.
- Advocate for policies both internally and externally that further advance Woolly's stated values on an organizational, local, and national scale.
- Contribute in meaningful ways to the culture. See "Our Culture at Woolly" section below for more information.
- Act as an ambassador for Woolly Mammoth in the local community and beyond.

QUALIFICATIONS:

- **Experience:**
  - 1+ years experience in customer service, retail, or sales
  - 1+ years in ticket sales or performing arts preferred but not required

- **Essential Knowledge, Skills, and Abilities:**
  - Professional, friendly phone manner
  - Ability to problem solve and resolve issues in a timely and appropriate manner
  - Acute attention to detail
  - Prior experience in volunteer management strongly preferred
  - Knowledge of Tessitura strongly preferred but not required

- **Other Skills or Qualities:**
  - Active engagement and leadership development in your individual position is integral to the overall health of our organization. This will be reviewed and defined with your supervisor to set individual goals. Woolly encourages employees to take personal responsibility and pride in their work.
  - See the larger picture and pull out the relevant details to diagnose problems. Think creatively about how to solve problems including new ways of working together. Woolly values innovative thinking, big ideas, and bigger passion.
  - Collaborate with and adapt to a wide variety of people and personalities, working styles, and artistic visions.

WORKING CONDITIONS:

- Normal office environment.
- Extending viewing of computer screens.
- Some evening and weekend work required.
- Some travel required.
- Regular Hours: 11am-6pm on 3 weekdays per week (21 hrs/wk) in-person at Woolly Mammoth
  - Occasional remote work is available with prior permission from supervisor
- Additional shifts may be available, not to exceed 40 hours in a week
  - Some trading of shifts may take place / be available with other Audience Services Associated
  - Show evening shifts for Box Office, House Management, or Concessions may be added to schedule, at those positions' rates
- Woolly Mammoth Theatre Company is located in Washington, D.C.'s Penn Quarter neighborhood. It is air-conditioned, located in a wheelchair accessible building, and in close proximity to public transportation.

COMPENSATION:

- **Starting Salary:** $22/hour
- Woolly Mammoth Theatre Company recognizes that conversations about salary can be difficult. In recognition of the necessity for top-tier talent, we strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Woolly will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.

OUR CULTURE AT WOOLLY:

At Woolly, our culture is driven by our stated core values of radical inclusivity, creative risk-taking, relentless inquiry & experimentation, world-class excellence, and innovation. We expect both personal and collective accountability in how these values are applied to the work of each employee of WMTC. We acknowledge that Woolly Mammoth has upheld and benefited from systems of oppression in our country and we aim to do better; using the principles of anti-racism to guide our actions and decision-making. How we do things is as important as what we do, and we expect our core values and anti-racist practices to influence the way we work together as a team. We strive to center openness, integrity, and care in our policies, processes, and how we interact with one another. We embrace a culture of transparency, accountability, and mutual respect as the foundation of all our collaborations, both inter-departmentally and externally. We take seriously our role as a civic leader, and strive to address local and national challenges using our knowledge, skills, commitment, and resources. As part of this work, all employees are expected to develop meaningful internal and external relationships that are mutually beneficial and impact-aware. We believe that everyone in the Woolly community is worth engaging in conversations about the art we make and how that art intersects with the world. We lean into the unconventional, especially if a nontraditional and inventive approach will help us reach new understandings of our art form, our industry, and our world.