

POSITION DESCRIPTION

POSITION TITLE: Audience and Member Services Manager

REPORTING RELATIONSHIPS:

The Audience and Member Services Manager reports to the Director of Audience and Member Services and works closely with the Database and Systems Manager, Development staff, and House Managers, as well as other members of the Fisher Center and Bard College staff. The Audience and Member Services Manager supervises the Audience and Member Services Coordinator and the Audience and Member Services Representatives who staff the Box Office.

POSITION SUMMARY:

The Audience and Member Services Manager oversees all daily operations and activities of the Fisher Center's box office and membership program. Functions include maintaining a team of Representatives, daily operation, configuration and maintenance of our Tessitura/TNEW ticketing system, membership program administration, and the delivery of an exemplary guest experience for our patrons. This is a non-exempt, full-time position.

The Audience and Member Services Manager also executes a variety of administrative duties related to ticket sales and fulfillment, membership acquisition and renewal, special events, accounting, reporting, list generation and audience analysis.

On event days, the Audience and Member Services Manager is an integral and highly visible leader in our "front of house" team, working closely with their representatives to efficiently run the box office and with the House Manager to troubleshoot and resolve guest issues.

RESPONSIBILITIES:

- Develop, maintain and document box office policies and procedures.
- Hire, train and schedule a team of Audience and Member Services Representatives.
- Supervise and support the Audience and Member Services Coordinator.
- Support and troubleshoot box office hardware and Tessitura/TNEW software.
- Configure all Fisher Center events, subscriptions, and packages in Tessitura.
- Configure and maintain the infrastructure necessary to support all aspects of the Fisher Center development program, including reporting, gift/data entry, list management, contribution processing, membership benefit fulfillment, major gifts (i.e. Plans), and special events (i.e. Elevated Events).
- Execute all box office accounting functions and financial reporting.
- Generate reports and other analyses of buyer/donor patterns and behavior.
- Generate lists for marketing and development purposes.
- Maintain box office voicemail system.
- Interact with and take ticket orders from VIP donors and artists.
- Lead occasional tours of the Fisher Center.
- Fulfill other related responsibilities as assigned.

QUALIFICATIONS:

At least 2 years of box office experience, minimum 1 year in managerial role. Must have strong leadership skills, superior attention to detail, and a mindset for continual improvement. Strong customer service skills are essential, including communication, problem solving, ability to empathize, and conflict resolution. All applicants MUST possess a high level of proficiency and comfort with modern desktop computing and related technologies. Applicants should also have basic familiarity with payment card industry data security best practices, and should possess basic skills with (OR enthusiasm for learning) HTML and SQL. Previous experience developing training material, documenting business processes, and working with a complex database-driven business application is highly desired.

The tools we use:

- Tessitura
- TNEW
- WordFly
- Front
- When I Work
- Atlassian Confluence, Trello
- Slack
- Microsoft Office
- Google G Suite

About the Fisher Center

The Richard B. Fisher Center for the Performing Arts is an architecturally bold, multi-venue performing arts center in the Hudson Valley, designed by Frank Gehry and opened in 2003. The Fisher Center presents and produces programs in music, theater, dance, opera, and multidisciplinary works by American and international artists. The Center is also home to Bard College's Theater and Performance Program and Dance Program, and serves a variety of the College's arts programs. The Center is known for its acclaimed summer festivals, SummerScape and the Bard Music Festival. Bard College is a highly selective liberal arts college located two hours north of New York City on the Hudson River. For more information visit fishercenter.bard.edu.

Please forward your cover letter and resume to David Steffen, Director of Audience and Member Services, dsteffen@bard.edu.