

POSITION DESCRIPTION

POSITION TITLE: Audience and Member Services Assistant

REPORTING RELATIONSHIPS:

The Audience and Member Services reports to the Audience and Member Services Manager. The Audience and Member Services Coordinator assists in supervising the Representatives who work in the box office and works closely with the Director of Audience and Member Services, as well as Development and Marketing personnel.

POSITION SUMMARY:

The Audience and Member Services Coordinator supports the Audience and Member Services Manager in executing all daily operations and activities associated with the Fisher Center's box office and membership program. This is a non-exempt, casual hourly position.

RESPONSIBILITIES:

- Develop, maintain, and document box office policies and procedures.
- Fulfill daily and weekly office functions as necessary, including mail orders, answering customer emails and voicemail, managing internal ticket requests from various departments, and supply management.
- Coordinate seasonal audience programs including transportation and dining.
- Supervisory duties (executed in cooperation with the Manager) include:
 - Training, scheduling, and supervising student/part-time casual hourly box office staff.
 - Act as a point of escalation for issues beyond the capabilities of front-line sales staff, including group orders, donor orders, and special requests.
 - Open and close the box office at the start and end of a shift; reconcile daily cash income.
 - Oversee performance routines, including Will Call ticket pickup, walk-up sales, and post-show reporting.
- Assist with the configuration of all Fisher Center events, series, and packages in Tessitura.
- Assist with configuration and maintenance of 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, and special events (i.e. Elevated Events).
- 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:

Interest or background in the arts, minimum 1 year experience in a supervisory 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.

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.