

## 2023 Audience Services Manager

Hudson Valley Shakespeare Festival seeks an **Audience Services Manager** to create a superior audience experience. This position is responsible for ensuring that each patron of HVSF has an excellent experience by managing the total patron journey to and through the theatre - from the box office to the picnic, concessions, seating, and beyond. The **Audience Services Manager** reports directly to the Director of Marketing and Communications and works closely with HVSF's Box Office Manager, Director of Production, and Stage Manager(s). The Audience Services Manager oversees one or more House Manager and several Front of House Staff, and ensures accessibility for all audience members.

### The basic scope of duties as defined and discussed includes, but is not limited to:

- Oversee the implementation of and adherence of 2023 safety protocols for HVSF's audience and staff.
- Collaborate with HVSF leadership on the implementation of safety protocols for all visitors and staff at the new location.
- Interview and make hiring recommendations for the 2023 summer season Front of House team.
- Work with the Director of Marketing, Managing Director, and hospitality staff on concession, picnic, and dining options.
- Plan seasonal equipment needs and coordinate vendor contracts.
- Ensure Front of House staffing costs align with those detailed in the HVSF budget.
- Assist Director of Production with on-site tent setup and organization.
- Assist in ordering, packaging, and displaying merchandise; track and maintain merchandise inventory.
- Organize, clean, and inventory House storage.
- Schedule and oversee Front of House Staff training in COVID safety, emergency response, evacuation, site safety, nightly operations, and customer service in conjunction with Box Office Staff.
- Participating and supporting HVSF's IDEA and Anti-Racism work including scheduling and overseeing Front of House Staff facilitations with consultants.
- Schedule, oversee, and support Front of House Staff members and Assistants.
- Manage and resolve patron needs and concerns in conjunction with the Box Office.
- Supervise on-site needs, including: displays and signage, bathroom facilities, inventory, playbills, and nightly house cleanup.
- Ensure the safety of patrons during performances and communicate concerns/issues to appropriate contacts in Stage Management, Production Management, Box Office, and Marketing.
- Support and assist all pre- and post-show ancillary events as requested.
- Maintain clean and safe work areas, particularly those being accessed by the public.
- Oversee regular cleaning protocols and outside cleaning contractor as a part of COVID safety compliance with Infection Control Specialist.
- Complete comprehensive, nightly Front of House Reports, accident reports, and other required reporting which incorporated relevant feedback from Box Office and Senior Staff.
- Other duties as assigned.

### Qualifications and Experience

The Audience Services Manager must have:

- 3+ years of customer service experience
- 2+ years working for a cultural organization
- 2+ years of supervisory & management experience
- Excellent customer service skills
- A passion to motivate part-time staff
- Superior organizational skills
- Evening and weekend availability
- Patient, attentive, and friendly Customer Service skills and strong ability to read customer's needs
- Administrative or leadership experience that demonstrates excellent judgment, attention to detail, grace and quick thinking under pressure, and a strong affinity for teamwork
- Be able to quickly and effectively diffuse high-tension situations and positively respond to a variety of customer personalities
- Be a skillful collaborator and good-humored, "hands-on" team member

### **Terms and Compensation**

This is a seasonal, full-time commitment starting April 2023 through October 2023 requiring weekend and evening availability and paid \$800 per week. Hourly work may be offered for the remainder of 2023. Work for this position is primarily in-person. All staff members at HVSF are required to be fully vaccinated against COVID19.

### **To Apply**

To apply, please send your resume and a cover letter in PDF format to [jobs@hvshakespeare.org](mailto:jobs@hvshakespeare.org) with the subject "[Your Name] - **Audience Services Manager**". *No phone calls, please.*

HVSF is an equal opportunity employer dedicated to building a culturally diverse and equitable environment, and we strongly encourage applications from BIPOC (Black, Indigenous, People of Color) candidates. Candidates from populations underrepresented in the theater field are strongly encouraged to apply.