

# CREEDE REPERTORY THEATRE

*your theatre, always*

## Patron Services Manager

**Reports to:** Director of Human Resources and Marketing and Communications Director

**Supervises:** Patron Services Associates and House Manager

**Job Type:** Seasonal, Salaried, Exempt

**Ideal Contract Dates:** May 6, 2018 to September 14, 2018.

**Areas of Work:** Box Office, Concessions, Gift Shop, scheduling

### Essential Duties and Responsibilities

- Work with supervisors in ordering supplies and concessions.
- Schedule Patron Services staff paying close attention to show requirements, special events, audience enrichment activities, first read and designer runs and necessary deep cleaning.
- Serve as a role model for excellence in customer service and pro-active problem solving.
- Work with your Supervisors to revise and update Front of House Policies as needed.
- Ensure all Patron Service staff are capable of responding to emergencies and are signed up CPR and first aid training with CRT. Participate in the CRT Safety Committee.
- Facilitate consistent and accurate cash handling among Patron Services staff. Work with the Director of HR to prepare daily deposits.
- Provide an exceptional seamless experience for the theatergoer, ensuring a safe, relaxed and pleasant experience. Interact with patrons in a positive and meaningful way.
- Hold Patron Services staff to a standard of excellence in all areas of Front of House. Work with your supervisors to handle all behavioral issues in a timely and appropriate way.
- Maintain CRT's ticketing equipment
- Using your best judgement, serve as middle-management for upholding all ticketing policy and patron complaints.
- Keep all area's and equipment in Front of House clean and stocked.
- Work with the Patron Services team to maintain clean Lobbies, Theatre House, and patron restrooms in both of CRT's theatre spaces daily. This includes but is not limited to washing windows, cleaning bathrooms, mopping floors and vacuuming.
- Schedule and lead all deep cleanings as required (every 2 weeks).
- Participate in End of Season Strike as assigned.
- Serve as a hub of information for local restaurants, hotels and shopping.
- Become knowledgeable about CRT's productions, process and special events.
- Attend the first read through.
- See all of CRT's shows on or before opening weekend.
- Participate in all company meetings, Front of House meetings and other meetings as required by CRT.
- Participate in any special company functions or publicity functions required by CRT.
- Perform any other reasonable duties as assigned by your supervisor that should be necessary to meet the needs of CRT and your department.

### Qualifications, Experience and Skills

- Experience in theatre-based customer service and ticketing systems required.
- Able to problem solve and think quickly and calmly in high stress situations.

- Serve as a leader in your department by actively demonstrating CRT's Staff Values of Respect, Communication, Problem Solving, Collaboration, Equity, Listening, Courage.
- Management experience.
- Able to count money and engage in daily cash-out procedures.
- Cash handling experience preferred.
- Show enthusiasm to work and create a respectful, inclusive and fast pace environment.
- Possess a positive attitude, be flexible, friendly and courteous with patrons and fellow staff members.

### **About Creede Repertory Theatre**

Founded in 1966, Creede Repertory Theatre (CRT) is a professional theatre company located at 9,000 feet in a spectacular location in the San Juan Mountains of Colorado. The historic town of Creede offers beautiful mountain views, hiking trails and stunning campsites. Each season, CRT produces 7-10 plays in rotating repertory, hosts numerous musicals events and concerts, develops new works through the Headwaters New Play Program, and creates nationally recognized educational programs. As part of its values, Creede Repertory Theatre is dedicated to Equity, Diversity, and Inclusion in every aspect of the company and is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

### **How to Apply**

To apply for this position or any other production position at Creede Repertory Theatre, visit [www.creederep.org/work-at-crt/](http://www.creederep.org/work-at-crt/) between November 1st through February 15<sup>th</sup>. Please no phone calls.