

# ATLAS

PERFORMING ARTS CENTER

## ASSISTANT PATRON SERVICES MANAGER

**Reports To:** Director of Patron Services

**Employee Class:** Full Time Exempt

**Work Location:** On site at 1333 H Street NE, Washington DC 20002

**Supervisory:** Patron Services Associates and Volunteers

### Job Summary

The Assistant Patron Services Manager(s) are the first level of communication for all patrons, vendors, artists, and guests at Atlas Performing Arts Center, where their main responsibility is to provide exceptional customer service to all. The Assistant Patron Services Manager(s) will support the Patron Services Department in three key areas: Box Office, House Management, and Database Management. The Atlas expects all Patron Services team members to welcome patrons to the Atlas and prepare, monitor, and care for the space with open arms. This role will also rotate management responsibilities of the front desk reception area, which serves as our welcome hub.

### Essential Duties

#### House Management

- Greet and guide patrons throughout the facility at all access points.
- Complete all pre- and post-show tasks in a timely and efficient manner, ensuring the facility is properly prepared and clean.
- Train in building security and obtain necessary certifications in Fire/Life/Safety protocols.
- Coordinate with the Stage Manager and Box Office before a performance through radio communication and in-person conversations
- Provide support for accessibility requests, including use of courtesy wheelchair and assisted listening devices.
- Supervise volunteer ushers and manage lobby traffic flow and ticket scanning at venue entrances.
- Seat all patrons appropriately in the house and troubleshoot any double-seating or ticketing issues with discretion and haste.
- Compile data and information in conjunction with Production staff for End of Day reporting.

#### Box Office Management

- Assist patrons, artists and clients at the Atlas Box Office who are purchasing or reserving tickets in person, over the phone, or via email using Patron Manager software as well as processing of any third party requests
- Provide Reception desk coverage as needed.
- Complete daily sales reports, reconciliation reports and securely handle all cash and credit card transactions per organizational policy
- Manage group sales and bulk ticket orders
- Support sales initiatives and conduct outbound sales calls as directed

#### Database Management

- Work to keep Patron Manager database clean and functional through regular de-duping and qualification of contact records.
- Obtain Patron Manager Admin Certification
- Participate in ongoing Patron Manager training as needed to remain current with all updates in software functionality.
- Support special projects in conjunction with Marketing, Development, and Finance departments as assigned.

### Qualifications

Excellent customer service skills required. At least two years in a customer service role strongly preferred, with an outgoing and welcoming personality. Must be able to work in a fast paced, dynamic environment and be capable of multitasking. Excellent oral and written communication skills are a must. Proficiency in Microsoft Office and ability to work with computers and quickly learn new software (Patron Manager/Salesforce). Strong organizational skills and ability to work independently as well as in a team environment. Ability to work well with deadlines. Ability to obtain CPR certification. Nighttime and weekend availability is required, and a flexible schedule is to be expected in alignment with performance schedule and departmental needs.

**Work Environment:** Ability to work in fast-paced, dynamic environment. Must be able to safely lift and carry 25lbs. and climb a ladder.

**Benefits:** Health, dental, and vision insurance, paid vacation, holiday, personal days and sick leave, Costco membership, retirement.

**Salary:** \$45,000.00 annually

*Atlas Performing Arts Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Interested candidates should submit a cover letter, resume, and three professional references via [atlasperformingartscenter.easvapply.co](https://atlasperformingartscenter.easvapply.co)*