

**Sheldon Arts Foundation
Guest Services Manager**

Position Title: Guest Services Manger
Reporting to: Chris Peimann, Director of Advancement

Summary:

The Sheldon seeks an enthusiastic Guest Services Manager to serve as the primary point of contact for patrons and customers attending events at The Sheldon's historic concert hall, galleries and event spaces. The Guest Services Manager organizes and administers the ticket sales and box office operations for all ticketed Sheldon events and plays an integral role in helping to implement marketing strategies as a part of The Sheldon's Advancement Department.

Essential Functions:

Box Office/Administrative:

- Work closely with our ticketing partners at MetroTix to set-up and maintain all ticketed events at The Sheldon (an average of 120 events per year), including events booked by outside rental clients, promoters and organizations.
- Support Marketing Manager in the creation and implementation of yearly subscription and single ticket campaigns, providing a high-level of customer service to a wide-ranging customer base.
- Process single and season ticket orders over the phone and at the box office, and monitor and process online subscription orders.
- Produce financial reports tracking ticket sales and projections.
- Act as primary liaison with rental promoters, clearly communicating box office policies and costs, and working with them throughout the event process to schedule pre-sale and on-sale dates, manage holds and pre-boxed tickets, arrange night-of event box office support and process ticket settlements post-event.
- Process and manage phone, e-mail and mail orders for Sheldon Educational Concerts (an average of 50 events per year).
- Serve as Group Sales Manager, providing high-level customer service to group leaders throughout a process that includes contracting, holding and processing group tickets. Act as ticket concierge for groups on-site at events.
- Answer phones and emails, responding to customer event and ticket questions, including accessible seating and parking inquiries.
- Work closely with Development staff to manage sponsor, patron and donor tickets for Sheldon events and fundraisers, such as twice-yearly Friends of The Sheldon benefits and The Sheldon's annual Gala.
- Staff the box office for ticketed performances, on a rotating basis with other marketing and box office staff.
- On event nights, work with House Managers and Ushers to address any ticketing issues at the performance.
- Fulfill ticket donation requests from outside organizations.

Marketing:

- Work with Advancement Director and Marketing Manager to implement tactics to effectively advertise, promote and publicize Sheldon events.
- Update and maintain online event calendars.
- Work with Marketing team to ensure Sheldon website is current.
- Work with Annual Fund and Data Manager to maintain and enter ticket buyer records in Raiser's Edge database.
- Develop evaluation initiatives to target and refine communications strategies, understand and improve audience experiences, and measure the impact and outcomes of projects in support of Sheldon goals.
- Monitor industry trends and best practices to ensure The Sheldon's strategies are relevant and effective.
- Ensure marketing materials at internal literature distribution points are filled and up-to-date before events.
- Work with Finance department to reconcile monthly ticket sales and fees.
- Report quarterly licensing fees to BMI and ASCAP

Required Qualifications/Skills:

- Must be an excellent customer service professional, comfortable working with a wide range of constituents, including ticket buyers of all levels, board members, event promoters, group leaders, teachers, fellow staff members and the general public.
- Must be professional, effective and courteous communicator via the phone, e-mail and in person and able to interact with a full spectrum of personalities with compassion and humor.
- Must be able to handle multiple tasks simultaneously in a fast-paced, deadline-oriented environment.
- Must be a self-starter, capable of working independently without constant direction.
- Must possess passion and enthusiasm for music and art, and believe in the importance of arts and culture in our community.
- Computer literacy is necessary, including use of standard Microsoft Office products. Experience with MetroTix or Paciolan ticketing systems is an advantage. Familiarity with graphic design products (Adobe Creative Suite) is a bonus, but not required.
- Knowledge of and interest in social media platforms preferred.

Experience:

Three-five years experience working in a box office or other fast-paced customer service environment, and experience in performing arts or entertainment, with knowledge of marketing, ticket sales and event procedures preferred.

Terms of Employment:

- Full time, 35-hour work week plus frequent nights and weekends. Competitive benefits package includes health insurance, retirement match and vacation.
- Salary range: \$36,000 - \$38,000
- The Sheldon is an equal opportunity employer. People of Color, individuals with disabilities, members of the LGBTQ+ community and veterans are encouraged to apply.

Interested candidates should send a cover letter and resume to Ms. Chris Peimann, Director of Advancement, at cpeimann@thesheldon.org. No phone calls, please.