



JOB POSTING – AUDIENCE SERVICES ASSOCIATE | PART-TIME

THE OPPORTUNITY:

Metro Theater Company is seeking candidates with customer service experience and a love for theater to join our team in the newly created role of Audience Services Associate. The position is a great opportunity for someone with a love of theater to help MTC create a friendly, welcoming environment for all audiences, including school aged children, their families, teachers, and life-long theatergoers.

As St. Louis's longest-running professional theater company devoted solely to theater for youth and families, MTC creates programs on stage and in schools that have an outsized impact on the future of children in our region – empowering them to reach their full potential, providing them with opportunities to build empathy, and inspiring each of them to discover their own unique voice. By nurturing and expanding MTC's audience base through excellent patron services experiences, your work in this position makes those outcomes possible.

A part-time position, this role is anticipated to work 15-25 hours per week, with hours flexing based on performance schedules. Compensation is \$15/hour. MTC is committed to long-term pathways for professional growth for the entire MTC team and provides access to on-going professional development opportunities through local and national partners for all staff.

BROAD FUNCTION:

Participate as a key public-facing member of MTC's team, supporting institutional bookings of school programs (virtual and in-person field trips, touring productions, and education programs) and individual ticket purchases for public performances. In partnership with the marketing, development, and education teams, ensure that all patrons receive a standard of service that reflects MTC's values of inclusion, equity, and respect. To underpin the success of this work, this role will also play a key role in managing and maintaining MTC's audience database.

SPECIFIC DUTIES:

Customer Service and Ticketing

- Serve as box office at all in-person live performances to support ticketing needs for patrons, ensuring MTC standards of service are met at each level of interaction, while recognizing the necessity for contact-less service during the COVID pandemic.
- Coordinate with house management and stage management at all performances to ensure timely starts, adjusting within reasonable limits for patrons who may not yet have picked up tickets.
- Provide phone and email sales support for all performances that MTC tickets directly, including exchanges from live to virtual streaming for patrons who wish to change their method of attending during the COVID pandemic. *(Note that single ticket sales for most mainstage performances at The Grandel Theater are processed through MetroTix and do not require sales support for single ticket purchases.)*
- Provide support to the Development Manager for all 'surprise and delight' patron experiences during live or virtual performances.

- Review, adapt, and improve MTC standards of service for all patron experiences in an on-going manner.

Institutional Bookings

- In partnership with the Community Engagement and Audience Development Manager, help identify new institutional partners (schools, districts, community organizations, etc.) who may be interested in receiving MTC programs to support their needs and goals.
- Provide support to follow up with all booking inquiries and to make outbound contact by phone or email with prospective booking partners.
- Provide support to traffic all letters of agreements, contracts, and follow up satisfaction surveys with all booking partners in conjunction with a booked program or event.
- Provide support for all special events for prospective booking partners, including educator preview events, camp fairs, panels, etc.
- Provide support to ensure all institutional booking partners are greeted at performances and receive excellent customer service for their groups at performances.
- In partnership with Content Marketing Manager, ensure that all virtual field trip bookings receive accurate personalized links to view each production, as well as all supplemental study guide materials in a timely fashion.
- In partnership with the Development Manager, ensure that all ticket underwriting is properly tracked and that underwriters receive reports of the impact of their funding on the patrons they helped to experience theater.

Database Management

- In partnership with Community Engagement and Audience Development Manager, ensure that all institutional booking records are properly tracked in MTC's database, updating contact information and merging duplicate records where necessary.
- Provide support to ensure actual attendance information is tracked against booked attendance information for all school matinee performances, school tours, or virtual field trips.
- Review, adapt, and improve MTC data processes in an on-going manner.

DESIRED SKILLS AND EXPERIENCE:

- Excellent customer service skills;
- Solution-oriented thinking and problem-solving skills;
- Ability to work remotely for most hours during the COVID pandemic, with occasional socially-distant visits to the MTC offices when necessary;
- Ability to work in person in a safe, socially distant, environment in conjunction with live outdoor performances at the Kirkwood Performing Arts Center April 25 – May 16, 2021 and at the Grandel Theater for indoor performances starting in the fall of 2021;
- Enthusiasm for the power of theater and its ability to impact the lives of young people;
- Familiarity with databases or CRM systems a plus;
- Willingness to participate in ongoing professional development opportunities;
- Ability to show initiative and work independently as well as part of a collaborative team
- A minimum of conversational knowledge of Spanish

At Metro Theater, we are committed to providing an environment of both fun and mutual respect, in which equal employment opportunities are available to all applicants without regard to race, color, religion, age, gender identity, gender expression, sexual orientation, national origin, physical and mental disability, marital status, pregnancy, military and veteran status, or any other characteristic protected by law. MTC believes that diversity and inclusion in our staff and on our stage is critical to our success in the workplace and across our community, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

APPLICATION INSTRUCTIONS:

Applications for this position close **Friday, January 29**. Please submit a resume and a statement that speaks to what excites you about taking on this role, as well as your approach to equity, diversity, and inclusion. EDI is an important part of MTC's values, and we ask you to share ways you have brought or hope to bring a commitment to EDI to your work. *No "cover letters" necessary.* **While we ask that resumes be submitted in written form, we invite applicants to submit their statement via a written document, an audio file, or an attachment of or a link to a video recording – whatever form best supports your self-expression to introduce you to us.**

Please submit a resume and your statement to community@metroplays.org with the subject "AUDIENCE SERVICES ASSOCIATE" to apply. The MTC team is currently primarily working in a remote setting, so phone calls regarding the position may not be received or answered regularly. Additional questions may be addressed through the above email address, but no phone calls, please.