



Job Posting

TITLE: Patron Services Manager

AVAILABLE: July 1, 2019

POSITION ANNOUNCEMENT: Madison Opera, now finishing its 58th season, seeks a highly organized, customer service-oriented individual to join its team. The Patron Service Manager handles all ticketing activities, as well as assisting in the implementation of development and marketing activities. He / she maintains a superior level of professionalism, accuracy, courtesy, and efficiency, providing the highest level of service to patrons.

PRIMARY DUTIES:

- Ensure the highest quality customer service possible in all interactions with Madison Opera's patrons, donors, and the general public. Answer phones, manage the company's internal switchboard and voice-mail system.
- Manage and process subscriptions, including renewals, new subscriptions, and subscriber exchanges. Responsible for complimentary tickets, group sales, and ticketing for special events. Manage ticket donation requests from area organizations.
- Serve as primary manager of the ticketing side of Tessitura and as liaison to the Overture Center Box Office. Responsible for all ticketing data entry, as well as keeping patron records updated and generating queries, reports, and mailing lists.
- Manage the Student Matinee(s), from sending initial mailings to receiving ticket requests, assigning seats, and communicating with schools.
- Assist in generating marketing and development materials, as requested.
- Collaborative help with general office and event management, including, but not limited to, performances, fundraisers, and cultivation events.
- Additional projects as assigned by the General Director.

QUALIFICATIONS:

Required:

- Bachelor's degree or four years of high-demand customer service experience
- Extraordinary customer service skills, with a polished interpersonal presence
- High computer literacy and ability to learn new systems quickly
- Strong organizational skills with a great attention to detail
- Excellent written and oral communication skills
- Ability to work and think independently, as well as in collaboration with others
- Ability to prioritize multiple projects in a fast-paced environment and work under pressure
- Willingness to learn and be proactive
- Ability to lift up to 20 pounds.

Ideally:

- Driver's license and car
- A passion for the arts (knowledge of opera is not necessary)

Must be available to work for extended weekend and evening hours during production and event periods.

SALARY AND BENEFITS: Full-time, salaried position, non-exempt. Health insurance plan, long-term disability, and retirement plan.

TO APPLY: Send cover letter and resume by June 3 to fenster@madisonopera.org. No phone calls, please.