



TAOS CENTER FOR THE ARTS
PATRON AND VOLUNTEER SERVICES MANAGER
Half-Time Salaried: \$18,720 annually

Taos Center for the Arts seeks a Patron and Volunteer Services Manager to manage customer service, the volunteer-program, and all patron experiences. This position is a leadership position that involves outreach, recruitment and training. The manager is responsible for front of house to include box office, concession and developing the volunteer program. This position will work closely with the Theater and Programs Manager and front of house part-time staff to create and ensure positive welcoming experiences for patrons, volunteers, staff and performers at a vibrant arts organization in Taos.

Responsibilities

- Provide leadership for front of house processes: ticketing, patron check-in, concession operation and volunteers
- Recruit, train and schedule volunteers
- Implement patron check-in procedure for vaccination verification or testing compliance per TCA House Rules and COVID guidelines
- Accurately manage the ticketing system for all events
- Maintain strict oversight of cash handling
- Work with Operations Manager and Accounting for concession inventory and ordering
- Attend weekly operations meetings and collaborate with theater technical staff to ensure a seamless and positive team and patron experience
- Participate with full-time staff to ensure front-of-house and other TCA programs are establishing best practices for programs and public events in and outside of the theater
- Understand box office and membership systems. Coordinate with Accounting to understand ticketing sales and performance reporting
- Resolve and track patron ticketing-related complaints

- Facilitate prompt curtain times by expediting show-time sales, concession sales, will call and standby; assist Theater Manager in resolving seating issues
- Basic cleaning and maintenance tasks of Box Office and Concession

Qualifications

- Proven track record of providing high level customer service with excellent interpersonal communication skills.
- Experience managing staff and volunteers, or experience leading a team
- Experience with conflict-resolution
- Ability to manage in a team-oriented environment to ensure a positive attitude and appropriate training levels
- Strong organizational and problem-solving skills
- Must be able to work in a fast-paced environment and enjoy contact with the public.
- Ability to remain calm under pressure and seek win-win solutions to customer service complaints
- Ability to respond to American Disabilities Act (ADA) inquiries
- Flexible schedule, but must be able to work evenings and weekends as required

To apply for this position: please submit a letter of interest, resume, and three work references to info@tcataos.org by end of day January 28, 2022.

About Taos Center for the Arts:

Taos Center for the Arts draws on its history as a dynamic leader for arts collaboration and partnership. Originally established by a group of working artists in 1953 and situated in the heart of Taos, the TCA serves and engages Northern New Mexico communities. With a 275-seat theater and two galleries, the TCA curates culturally relevant films, art exhibitions, and live performances as well as provides local, regional and internationally renowned artists, thinkers and performers the space to inspire creativity and foster a thriving love for the arts. Taos Center for the Arts is a non-profit, 501(c)(3).