

Job Title: Patron Experience & Box Office Coordinator

Position Type: Part-Time, Non-Exempt (15-20 hours/week, highly seasonal and show-dependent)

Management Scope: Individual contributor role; no supervisory or personnel management duties.

Compensation: \$18.00 (hourly)

Reports To: Executive Director of Management & Education

The Patron Experience & Box Office Coordinator serves as the vital central hub of operations for our nonprofit theatre organization. This hybrid role seamlessly blends Live Event Front-of-House Operations, Box Office & Administrative Operations.

Because this is a part-time, non-exempt position (15-20 hours/week), the schedule naturally fluctuates based on the production calendar. The role requires an on-site presence during production runs (evenings and weekends) for live event management, shifting to weekday remote or office hours for administration, database cleanup, group sales outreach, and regional promotional tracking.

CORE RESPONSIBILITIES

1. Administrative Desk & Box Office Operations (30%)

- **Multi-Tier Sales:** Process single/group tickets, season subscriptions, gift cards, and donations over the phone, online, and via walk-up windows using the online ticketing program.
- **Discount Code Management:** Apply, verify, and troubleshoot discount codes for eligible patrons, corporate partners, and promotional campaigns during checkout.
- **Database Management:** Maintain and systematically clean customer, sponsor, and community contact profiles to ensure accurate database health.
- **Administrative Support & Confidentiality:** Assist with promotional materials and lobby signage, while maintaining strict confidentiality regarding customer financial information.
- **School, Homeschool & Group Sales:** Act as the primary liaison to promote and manage group bookings, overseeing reservations, payments, seating assignments, special requests, and pre-/post-show communications.

2. Live Event Operations & Patron Relations (25%)

- **Digital Check-In & Logistics:** Coordinate with volunteers to scan mobile and print-at-home tickets at the entrance and guide patrons efficiently to seats, restrooms, and accessibility areas.
- **On-Site Troubleshooting:** Provide on-the-spot problem-solving for seating issues, look up reservations, and execute last-minute digital ticket sales or exchanges with a calm, friendly demeanor.
- **Lobby Upkeep:** Set up signs, brochures, and program distributions before the show. Coordinate volunteer teams for light cleanup in the lobby, restrooms, and seating areas post-intermission and post-show.
- **Donor Care & Advocacy:** Recognize and thank donors, members, and season subscribers at check-in. Mention donation add-ons during ticket sales and act as a brand ambassador sharing info on upcoming events, productions, and educational programs.

3. Patron Retention & Community Outreach (25%)

- Retention Outreach Campaigns: Implement proactive, personalized phone and email touchpoints to check in with lapsed multi-ticket buyers and past subscribers to incentivize return attendance.
- Community Network Building: Cultivate relationships with local senior centers, community groups, and civic organizations to drive group attendance and build brand presence across Anne Arundel County and surrounding counties.
- Customer Feedback Loop: Distribute customer satisfaction surveys post-performance. Track outreach efforts and analyze feedback trends with leadership to strengthen future patron loyalty.
- Subscriber Stewardship: Coordinate renewal timelines and offer VIP problem-solving for season subscribers to elevate their institutional connection and ensure recurring loyalty.

4. Regional Promotion & Administrative Reporting (20%)

- Cultural Calendars: Manually submit and manage event and production descriptions across regional community boards, specifically including the Maryland State Arts Council (MSAC) and the Arts Council of Anne Arundel County (ACAAC).
- Marketing & Signs: Craft concise, brand-consistent promotional content. Proactively schedule, physically post, and remove roadside promotional signs.
- Financial Tracking & Cash Management: Maintain records of ticket, merchandise, and concession sales. Handle performance-level cash, balancing, card transactions, and cash-drawer reconciliation.
- Executive Reporting: Use Google Workspace (Gmail, Sheets, Docs, and Drive) to compile weekly sales, attendance, revenue, subscription, and production reports for the Executive Director(s).

REQUIRED QUALIFICATIONS

- Experience: 1-3 years of experience in retail, administrative support, guest relations, box office management, community outreach, or hospitality. Prior exposure to a nonprofit arts environment is a strong plus.
- Technical Savvy: High proficiency in Google Workspace (Drive, Docs, Sheets) and modern, browser-based online ticketing platforms and database programs.
- Communication & Logistics: Strong organizational and interpersonal skills to manage complex group bookings (schools/homeschool associations) alongside public communications.
- Remote & Onsite Work Setup: Must possess a reliable personal laptop and a stable high-speed internet connection at home to effectively execute remote duties, alongside the flexibility to transport and utilize your laptop for in-office administrative tasks.
- Availability: Must have a flexible schedule that accommodates required evening/weekend shifts during active production runs and events.
- Transportation: Must possess a valid driver's license and/or reliable personal transportation.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

- Stationary Positions: Prolonged periods of sitting or standing at the box office window or desk during performance times, live front-of-house operations, and regular office hours.

- **Movement, Bending & Climbing:** Ability to move around the theatre lobby, box office, and seating areas frequently to assist patrons and coordinate event logistics, including the ability to frequently bend, squat, kneel, extend reach, and safely ascend and descend stairs and step stools.
- **Manual Dexterity:** Frequent use of computer keyboards, monitors, and ticketing printers to process orders and handle digital communications.
- **Physical Effort & Material Handling:** Ability to safely lift, carry, position, and occasionally move boxes of office supplies, brochures, programs, lobby stanchions, roadside signs, or small promotional materials up to 20 to 25 pounds.
- **Environmental Conditions:** Works in a hybrid environment, including a lively, public-facing theatre facility with regular exposure to noise and crowds during production hours, a climate-controlled office setting, and brief outdoor exposure for sign placement and patron arrival logistics.

This job description is not an exhaustive list of all functions that the employee may be required to perform, and the employee may be required to perform additional functions. Additionally, the company reserves the right to revise the job description at any time. Employment with Children's Theatre of Annapolis is at-will. The employee must be able to perform the essential functions of the position satisfactorily. If requested, reasonable accommodations may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.