



Job Title: Patron Experience Manager	
Reports to: Director of Development & Communications	
Program/Department: Dev/Com	
FLSA Status: Exempt	Schedule: Full-Time

SUMMARY

The **PATRON EXPERIENCE MANAGER** plays a pivotal role in ensuring the smooth operation of the box office while enhancing the overall experience for patrons of Oklahoma City Ballet. This individual oversees various aspects of ticket sales, venue operations, customer service, and data analysis to optimize revenue generation and patron satisfaction. This role is highly visible and accountable for the highest standards of customer relations with patrons, vendors, clients, and other stakeholders. The ideal candidate will possess exceptional organizational skills, strong interpersonal abilities, and a commitment to delivering unparalleled service to Oklahoma City Ballet patrons.

DUTIES AND RESPONSIBILITIES

1. Box Office

- Manage day-to-day functions of the box office, including subscriber relations and renewals, group sales, ticket fulfillment, comp lists, and cash handling procedures
- Develop and implement operational policies and procedures for the box office, ensuring compliance with venue regulations and industry standards
- Coordinate with partnering performing arts box offices on off-site and touring productions
- Facilitate and grow individual and group sales to enhance revenue generation
- Coordinate front-of-house operations for special in-house performances, ensuring a seamless experience for attendees
- Reconcile ticketing finances on a monthly, quarterly, and annual basis, including show settlements and sales reports

2. Development and Stewardship

- Manage all aspects of the patron experience with exceptional customer service, from prospecting new patrons to soliciting feedback from renewing subscribers
- Collect, segment, and analyze data related to ticket sales and patron demographics, and generate regular reports to inform decision-making
- Maximize revenue opportunities through strategic ticket sales initiatives and forecasting potential sales growth
- Collaborating across departments, manage and maintain the Oklahoma City Ballet website ensuring it has accurate and timely information
- Work closely with the Marketing Manager to create and distribute digital communication and direct mail providing patrons with relevant information about upcoming performances

3. General and Administration

- Collaborate with the Development and Communications team, as well as across departments, as a team player supporting Oklahoma City Ballet initiatives as needed
- Operate at the highest levels of commitment to confidentiality and practices that enhance and promote Oklahoma City Ballet
- Maintain a favorable working relationship with all employees to promote a cooperative and harmonious working climate which will be conducive to maximum morale, productivity, and effectiveness

PATRON EXPERIENCE MANAGER JOB DESCRIPTION – OKLAHOMA CITY BALLET

- This position is required to work at all OKC Ballet performances and must have the ability to accommodate a flexible schedule including evenings and weekends
- Perform other duties as required or requested by management

QUALIFICATIONS AND REQUIRED SKILLS

- Strong organizational skills with exceptional attention to detail
- Excellent interpersonal and communication skills, with the ability to interact effectively with diverse stakeholders
- Proficiency in data analysis and reporting, with a solid understanding of ticketing audits and financial reconciliation
- Ability to work effectively in high-pressure situations and handle multiple priorities simultaneously
- Working knowledge of Paciolan or similar ticketing systems, ticketing software, and databases
- Proficiency with Outlook, Work Excel, PowerPoint, database software, phones, desktop and portable computers, and other office equipment and software

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience preferred
- Three to five years of experience in performing arts or customer service role preferred
- Personal qualities of integrity, credibility, and dedication to Oklahoma City Ballet
- Required: appropriate clearance of background check; possession of a valid driver's license and insurance coverage as required by law

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND SCHEDULE

This is a fully on-site position requiring general mobility in office and theatre environments as well as various off-site locations. Must be able to lift 20 lbs and operate computers and other office equipment, including frequent phone communication. General office hours are Monday through Friday 9am to 5pm, but evenings, weekends, and some travel is required. Must be present at all performances.

BENEFITS AND COMPENSATION

The salary range for this position is \$55,000 to \$65,000, commensurate with experience. Additionally, the employee would be entitled to the benefits available to all full-time employees. This currently includes annual company-paid employee health insurance valued at \$4,374.25; four weeks of paid time off and 17 paid holidays; 401k Retirement Plan matching up to 4%; and company-paid Basic Term Life/AD&D Insurance. Our current Employee Benefits Guide will be provided to our final candidate.

APPLY

To apply, send your resume, cover letter, and three references to Jobs@OKCBallet.org. The position will remain open until filled, but our priority deadline is **May 1, 2024**.

EEO STATEMENT

Oklahoma City Ballet is a safe, inclusive workplace for people of all backgrounds and identities. Some candidates may feel like they are underqualified for a job if they do not have experience in all aspects of the job description. We encourage applicants that are excited about the role, regardless if they meet every requirement, to please apply. We believe similar, though different, experiences are transferrable.

Oklahoma City Ballet is committed to the principle of equal employment opportunity for all. All employment decisions are based on business needs, job requirements, and individual qualification. Oklahoma City Ballet, in compliance with all applicable federal, state, and local laws and regulations, does not believe in nor

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discriminate on the basis of: race; color; national, social or ethnic origin; age; religion or belief; gender; sexual orientation; gender identity; marital, civil union, domestic partner or family status; disability; genetic information; Veteran status; or any other characteristic protected by state, federal, or local law in any of its policies, practices, or procedures.

We expect and require the cooperation of all employees in maintaining a discrimination and harassment-free workplace.