

**GRAND TETON MUSIC FESTIVAL
JACKSON HOLE, WYOMING**



POSITION: PATRON SERVICES MANAGER

Overview

Grand Teton Music Festival (GTMF) is one of America's leading summer classical music festivals, recognized by *The New York Times* as one of the top 10 music festivals in the U.S. Situated in one of the most spectacular natural environments in North America, and deeply rooted in a community of music lovers and philanthropists, Grand Teton Music Festival is a national treasure.

Over seven weeks each summer, Grand Teton Music Festival unites over 200 musicians from North American and Europe under the inspirational leadership of Music Director Donald Runnicles. These musicians represent over 60 orchestras and nearly 50 institutions of higher learning, who come together to create exhilarating music experiences for a large and enthusiastic audience in Jackson Hole, WY.

GTMF programming includes not only the summer Festival, but monthly community concerts, a Winter Festival in February, Metropolitan Opera's Live in HD broadcasts, and numerous education and community engagement programs.

SUMMARY

The Patron Services Manager reports to the Marketing Director and General Manager and is responsible for maintaining and improving the daily operations of ticket sales. The multi-faceted position is responsible for meeting patrons' needs through ticketing, year-round box office operations, and external communications. This individual must be forward thinking, innovative and ambitious with a passion for sales and team leadership. The ideal candidate will have strong written and verbal communication skills, the ability to work with a wide variety of people and personalities, proven problem-solving skills, proficiency in Microsoft Office and database programs and the ability to multi-task in a fast-paced environment. Organization, attention to detail, and a demonstrated interest in providing excellent customer service are essential to this position. Diplomacy and confidentiality are required as well as a professional and poised attitude. Night and weekend hours are often required during the 7 week summer festival.

JOB RESPONSIBILITIES BY AREA

DATABASE ADMINISTRATION

- Assist the Directors of Marketing and Development with the completion of the software conversion from Vendini to Choice Ticketing. This includes, but is not limited to, data validation, working with the vendor on customized reporting, and creating a training plan.
- Audit the data entry on a regular basis to ensure data conformity standards are being followed.
- Primary interface with new database company to resolve issues and questions from the staff.

BOX OFFICE OPERATIONS

- Subject Matter Expert for the Festival's ticketing program – Choice Ticketing
- Manage inventory to maximize revenue potential including dynamic pricing
- Oversee subscription renewal and acquisition process
- Work in conjunction with marketing to proof marketing materials and ensure that promotions are set up and communicated to patron services staff
- Provide high-level customer service to donors and patrons

- In collaboration with General Manager, hire, train, and schedule seasonal Box Office staff for the summer season
- Attend weekly Operations meetings and collaborate with front-of-house to ensure a seamless and positive team and patron experience
- In consultation with the Director of Marketing, establish and enforce policies regarding ticket sales, complimentary tickets, returns, exchanges, and service fees both internally and externally

MARKETING AND DEVELOPMENT

- Assist with planning, executing and tracking results of various appeals and campaigns
- Recommend and implement policies and procedures to support high levels of patron service
- Assist with external publications operations, including production and distribution
- Assist with special events including recording responses, guest lists, check-in when appropriate, etc.
- Provide general Marketing and Development Department administrative support as requested
- Serve in concert duty rotation
- Support social media efforts during the 7 week season.

Please submit cover letter and resume to gtmp@gtmp.org to apply by Friday, January 15, 2021.

GTMF offers competitive salary and benefits commensurate with experience and provides opportunities for career advancement. **This is an at-will employment opportunity.**

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