

Thursday, November 9, 2017

Audience Services Associate

Company: Performance Space 122, Inc.
Location: Brooklyn, New York

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Position Overview

The Audience Services Associate will assist with all aspects of sales and customer service at Performance Space 122. This includes providing exceptional customer service, managing ticket sales, and box office over hires. This position will be collaborating with staff to fully meet all box office needs. As the most public-facing position, the Audience Services Associate is the primary steward of the organization for audiences. This is a temporary position, reporting to the Communications Consultant. Must be available 20 hrs/week between now through December 23. Exact schedule and time in office vs. remote work is flexible. Must be available up to 40 hrs/week (in the office) between Jan 2–Feb 4.

INSTITUTIONAL/PROGRAMMING Overview

Beginning in January, Performance Space 122 will begin programming their newly renovation spaces at 150 First Avenue. The ticket sales and marketing support between now and February will be integral to the success of the 13th Annual Coil Festival (6 projects between January 10–February 4) and the East Village Series (February 17–June 30).

Essential duties and responsibilities include, but are not limited to, the following:

Sales & Customer Service

Assist with management and execution of outreach strategies including but not limited to eblasts, social media, listings on event calendars, promo print piece distribution. Maintain relationships with discount ticket partners, and develop new relationships that will lead to sales. Managing sales using the Ovationtix ticketing software. Adjusting holds and processing comps as needed. Manage copy, dates, ticket price, capacity, location and other series information in OvationTix. Oversee and manage all inventory and cash deposit within Box Office as well as check in at events, and giving patrons more information onsite. Run Box Office Reports/Setting up day of sales, lists, and box office for Check-In on site.

During Shows: Produce and reconcile daily a box office report.

Post-Shows: Box Office Wraps for runs.

Non-Show periods: Pull Reports on an as needed basis for External Affairs.

Data Management

Work with External Affairs Team to ensure data accuracy in OvationTix & Mailchimp and program tracking including cleaning up past data entry.

Support for Box Office and Front of House Staff

Help coordinate Box Office and Front of House Staff for the Coil Festival and East Village Series. Manage and create staffing schedules. Coordinate staff according to Run of show and staffing schedule, point person for pre-show orientation and show-day logistics.

Additional Organization-Wide Responsibilities

Production Planning

Attends and participates in all relevant planning sessions. Thinks strategically and prioritizes efforts to meet the organization's strategic goals, brand guidelines, and annual objectives. Provides programming assistance as needed.

Human Resources and Organizational Development

Demonstrates a professional demeanor in all dealings with colleagues, peers, and subordinates. Works with others toward shared goals. Communicates effectively and efficiently with all staff concerning relevant matters. Addresses questions and concerns promptly and accurately. Offers assistance and shares in responsibilities. Serves as support staff for organization-wide events as needed. Attend weekly staff meetings, necessary project based meetings.

Supervisory Responsibilities

Managing Box Office over hires according to the production schedule and staffing plan.

Working Conditions

Maintains standard part-time office hours as agreed to by employee to meet the needs of Staff.

Required Qualifications

3 years of experience in Marketing, Stage Management, Box Office Management, Front of House Management or Customer Service Management.

Microsoft Office (Excel and Word), Google Suite is essential.

Knowledge of Ovationtix Ticketing Software is essential.

Experience with Mailchimp, Facebook, Twitter, Instagram, Wordpress is helpful but not required.

Excellence in spoken, written, and public communication, with great sense of diplomacy and ability to communicate successfully with highly diverse patrons, donors and constituents; excellent customer service skills. Solid knowledge of contemporary performing arts practices and performing arts sector is essential. The successful candidate must have the ability to work independently but also collaboratively in team situation as a member of the External Affairs Team.

To Apply

Performance Space 122 is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Please send resume and two references to: office@ps122.org. Deadline: Open until filled, potential start date is November 16, 2017.

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For more information:
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