

Friday, February 26, 2021

## Ted Shawn Circle Concierge

Company: Jacob's Pillow  
Location: Becket, MA  
Compensation: \$29,000; prorated

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Title: Ted Shawn Circle Concierge

Status: Full-Time, Seasonal (March 29 through September 3)

5 day work week March 29 through June 18

6 day work week June 21 through September 3

Reports to: Director of Patron Services

Works with: All departments, particularly Philanthropy

Supervises: Festival Interns, Box Office Staff

### Position Summary

Jacob's Pillow is now accepting applications for a Ted Shawn Circle Concierge, a member of the Jacob's Pillow Patron Services department reporting directly to the Director of Patron Services and working with Box Office Staff, Philanthropy Staff, and all members of the Patron Services team. This position serves as the front line staff member for all ticketing, reservation, and membership related inquiries of members of the Ted Shawn Circle. The Ted Shawn Circle Concierge is an integral part of the Pillow's customer service team.

### Responsibilities:

Manage the Ted Shawn Circle (TSC) Concierge phone line

Handle high level donors (\$2,000+) and VIP requests for tickets, dinner reservations, and tours

Greet and assist both VIPs and the General Public at Will Call prior to performances Wed-Sat; assist with VIP and Member recognition

Ensure safety for patrons and staff by enforcing protocols and policies implemented for COVID-19

Communicate regularly with the Philanthropy Department about requests, issues, and other items as appropriate concerning high level donors

Produce weekly and daily VIP attendance reports prior to performances for dissemination to staff and board members

Assist in training Festival interns to address common needs and questions that arise from TSC Members, customer service

Liaise with all departments as appropriate to answer questions and address TSC needs in conjunction with the Director of Philanthropy, the Deputy Director of Philanthropy, and the Membership & Individual Support Manager

Assist the Special Events Manager with donor events as requested

Convey knowledgeably about each of the companies performing during the Festival and make informed and personal recommendations when asked

Attend weekly Patron Services and Philanthropy department meetings

Assist with other box office and administrative tasks

### Qualification:

Working knowledge of dance/ performing arts box office operations

Exemplary ticket services and customer service experience

Experience managing staff

Highly detail-oriented and organized in the facilitation of audience flow

Demonstrated ability to handle high pressure customer service situations

Experience with Tessitura ticketing software are strongly preferred

Compensation: Weekly salary \$510 salary less tax withholdings payable on a biweekly disbursement schedule; complimentary meal service beginning June 1 through the Festival; complimentary housing, if necessary.

To Apply: Please email cover letter, resume, and references to [vbutler@jacobspillow.org](mailto:vbutler@jacobspillow.org), with "Ted Shawn Circle Concierge" in the subject line.

All inquiries and materials will be confidential. Please do not mail hard copies. No phone inquiries, please.

#### COVID-19 Information

Jacob's Pillow is observing COVID-19 protocols to ensure the safety of all employees who plan to work during Festival 2021. Protocols will address those who will reside on campus in all aspects of Pillow lifestyle including food, accommodations, travel logistics, health care, and workplace standards. Accepting employment at Jacob's Pillow this summer will require a commitment to maintaining social distancing, masking, and testing practices on an ongoing basis for the duration of the term and require employees to uphold the values of a community agreement that recognizes safety as top priority in both the decisions made in the workplace and each person's daily life. This protocol will evolve due to changing conditions, and is subject to change in accordance with local laws and regulations and medical direction.

If you are considered for the position, we will ask that you reserve at least 7 days prior to your employment start date to begin quarantining. If you must travel to the Pillow by air, train, or bus we will discuss a specific plan with you.

#### ABOUT JACOB'S PILLOW

Jacob's Pillow is committed to providing an inclusive, diverse, accessible, and equitable environment that cultivates the celebration of the art of dance and its positive impact on communities. Jacob's Pillow's mission is to support dance creation, presentation, education, and preservation; and to engage and deepen public appreciation and support for dance. Organization-wide values include inclusion, leadership, integrity, flexibility, partnership, and sustainability.

Jacob's Pillow Dance is a registered 501(c)(3) not for profit organization and an equal opportunity employer. Jacob's Pillow provides equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employees for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.

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