

**Office Manager and Audience Services  
Theatre Horizon Job Description**

**Status/Pay:** Hourly, Part-Time

**Reports to:** Managing Director

**Supervises:** n/a, works in collaboration with Box Office Manager

**Hours:** 20hrs/week

**Description:**

The Office and Patron Services Manager oversees the daily functional operations of the Theatre Horizon office, such as answering phone calls, greeting visitors, managing mail, making deposits, running ticketing reports, and creating a friendly, supportive office environment for the Theatre Horizon patrons and staff. Additionally, they are expected to field inbound purchases and customer service calls expertly, process ticket orders and respond to customer correspondence.

**Office and Patron Services Manager Responsibilities**

- Answer phones, check voicemail, check emails.
- Take and process ticket orders and subscription reservations
- Maintain contacts, ticket inventory, and build and maintain all necessary information (including seating charts, discount codes, etc) and data in Patron Technology
- Maintain a superior proficiency in Patron Technology
- Go above and beyond to assist patrons, including coordinating with the Box Office Manager for patrons with special needs.
- Assist with credit card coding and deposits.
- Be on site for and coordinate summer rentals of the Theatre Horizon space.
- Produce weekly, monthly, and quarterly reports using PT and historical data.
- Assist Marketing and Development with tasks including mailings and calendar listings.
- Office Management, including collecting/distributing mail, ordering supplies, scheduling janitor, organization and cleaning of office and kitchenette
- Responsible for meeting group sales goals. Generate and oversee all group sales, including serving as the onsite point person for any group sales related parties.
- Other duties as assigned.

**Pay:** \$14/Hour + 2 Weeks Paid Vacation, Paid Holidays Off, and Health Insurance Stipend

**To Apply:**

Send cover letter, resume, and three references Hallie Martenson, Managing Director, at [hallie@theatrehorizon.org](mailto:hallie@theatrehorizon.org). Please include "Office Manager and Audience Services" in the subject line. No phone calls please. EOE. Theatre Horizon is dedicated to building a culturally diverse work and creative environment - women, minorities, individuals with disabilities, and other underrepresented groups are encouraged to apply.





