



## **JOB CALL: Patron Services Manager**

Title:	Patron Services Manager
Hours:	Part Time: May 06 – July 19; August 20 - September 06 Full Time: July 22 - August 19
Basis	May 06 - September 06
Fee:	\$6,000
Engagement conditions:	Independent Contractor

### **About SummerWorks**

Founded in 1991, SummerWorks Performance Festival is widely recognized as one of the most important platforms for launching new work— locally, nationally and internationally. Every August, SummerWorks hosts artists and projects interested in continuously re-imagining and innovating the possibilities of performance while insisting on accessibility, integrity, and professionalism. [www.summerworks.ca](http://www.summerworks.ca).

### **Patron Services Manager: Description & Duties**

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The Patron Services Manager is an important part of our Festival team. They are responsible for the experience of our audiences from a Box Office and Front of House perspective. The Patron Services Manager oversees all aspects of ticketing and on site audience experience, including recruitment, training, scheduling, and management of a team of approximately 20 Front of House and Box Office staff during the Festival.

The Patron Services Manager reports to the Festival Producer and Artistic and Managing Director.

The Patron Services Manager's duties include:

- Working to ensure a positive experience for SummerWorks patrons when interacting with Front of House and Box Office.
- Liaising with artists regarding their Front of House and Box Office needs, including creating and administering the Front of House and Box Office Questionnaire.
- Overseeing the build of all Ticketing and Passes in ticketing software.
- Working with the Accessibility Coordinator to ensure accessibility at all venues.
- Attending site visits with a mind to Front of House and Box Office operations.
- Undertake hiring and contracting for all Front of House and Box Office staff, including Festival Box Office.
- Managing the Box Office Assistant to process bookings from Festival Pass holders and complimentary ticket requests.
- Assess Front of House needs across the Festival in order to create the Front of House schedule.
- Schedule Front of House Managers and Box Office staff for all shifts.
- Collaborate with the Volunteer Coordinator to ensure all FOH roles are fulfilled.



- Create and/or source all necessary Front of House paperwork, supplies, and infrastructure (including ticket stock and passes).
- Oversee the Pay it Forward outreach program, including liaising with partner organizations to distribute free tickets to the Festival.
- Update training materials including the creation and distribution of the FOH handbook.
- Book facilities for training sessions.
- Planning and leading training sessions.

#### **During Festival**

- Manage daily operations of the Festival Box Office (open August 6-18), venue box offices and Front of House for all venues.
- Oversee and ensure completion of the daily financial Box Office Reconciliation for all Festival venues.
- Handle the distribution of passes to Media, Professionals, and Festival artists.
- Administer the Professional Accreditation process with the Exchange Producer.
- Manage the FOH schedule, including handling replacements for absences.
- Coordinate the load in, storage, and strike of FOH supplies at each venue.
- Supervise Front of House Managers, including resolving any escalated patron disputes and complaints, and reviewing reconciliation paperwork at the end of each shift.
- Provide assistance for ancillary programming and events, such as the SummerWorks Launch Party.
- Assist with Festival load in and load out.

#### **Post Festival**

- Complete all reconciliations for box office, including artist reconciliation sheets and following up on artist confirmation of reconciliation.
- Complete reconciliation of petty cash.
- Contribute to the Festival post-mortem.
- Participate in strategic discussions related to improving Front of House and Box Office, including writing a detailed final report.

#### **Patron Services Manager: Position Specifications**

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It is **essential** that the Patron Services Manager has:

- High level organizational skills, with the ability to prioritize and juggle competing demands.
- The ability to think creatively and propose innovative ways to solve problems.
- Exceptional communication skills and the ability to quickly form relationships.
- Experience in front of house or stage management.
- Experience of working in fast paced job roles.
- The ability to think big-picture while paying attention to detail.
- Excellent computer skills.

It is **desirable** that the Patron Services Manager has:

- Previous experience working with and coordinating small teams.
- Knowledge of the goals and activities of SummerWorks.
- Familiarity with SummerWorks' venues and operations.



- Experience in a Festival setting.
- Experience of accessibility practices.
- A valid driver's license.

### **To Apply**

To apply for the position, please email [applications@summerworks.ca](mailto:applications@summerworks.ca) by **12:00pm (noon)**

**Monday, April 15th, 2019** and provide:

- A resume of one page;
- 3 references with current contact information;
- A cover letter of no more than one page addressed to Rosanna Lowton, Festival Producer, that:
  - Addresses why you would like to work for SummerWorks, and
  - Illustrates how your skills, knowledge and experience match the duties and qualifications.

Please list "Patron Services Manager Position" in the subject line and ensure that your full contact details are included in your resume and/or cover letter.

SummerWorks is committed to equality and diversity, both through our program of activities and as an employer. Our practices and procedures aim to reflect the varied needs, expectations and cultures of all members of our community. We make every effort to ensure that no member of the community receives less favorable treatment in our recruitment process or when accessing our services on the grounds of gender identity, disability, race, religion or belief, age or sexual orientation.