



## JOB POSTING

**TITLE:** Patron Services Manager

**AVAILABLE:** January 6, 2025

**POSITION ANNOUNCEMENT:** Madison Opera seeks a highly organized, customer service-oriented individual to join its team. The Patron Service Manager handles all ticketing activities, as well as assisting in the implementation of development and marketing activities. They maintain a superior level of professionalism, accuracy, courtesy, and efficiency, providing the highest level of service to patrons.

### PRIMARY DUTIES:

- Ensure the highest quality customer service possible in all interactions with Madison Opera's patrons, donors, and the general public.
- Manage and process subscriptions, including renewals, new subscriptions, subscriber exchanges, and subscriber add-ons. Responsible for complimentary tickets, group sales, and ticketing for special events. Manage ticket donation requests from area organizations.
- Serve as primary manager of the ticketing side of Tessitura and as liaison to the Overture Center Box Office. Responsible for all ticketing data entry, as well as keeping patron records updated and generating queries, reports, and mailing lists. Serve as back-up on the development side of Tessitura.
- At performances, handle emergency ticket exchanges, and coordinate late seating and other matters with the House Manager.
- Serve as liaison to the Board of Trustees for meeting announcements, taking minutes, and related services.
- Answer phones, handle general inquiry e-mails, manage incoming mail, and other collaborative office help as needed.
- Assist in generating marketing and development materials, as requested.
- Collaborative help with general event management, including, but not limited to, performances, fundraisers, and cultivation events.
- Additional projects as assigned by the General Director.

These tasks represent the baseline responsibilities for this position. As Madison Opera and the opera field evolves, so might this role.

### QUALIFICATIONS:

Required:

- Bachelor's degree or four years of high-demand customer service experience
- Extraordinary customer service skills, with a polished interpersonal presence
- High computer literacy and ability to learn new systems quickly
- Strong organizational skills with a great attention to detail
- Excellent written and oral communication skills
- Ability to work and think independently, as well as in collaboration with others

- Ability to prioritize multiple projects in a fast-paced environment and work under pressure
- Willingness to learn and be proactive
- Ability to lift up to 20 pounds.

Ideally:

- Driver's license and car
- A passion for the arts (knowledge of opera is not necessary)

Must be available to work for extended weekend and evening hours during production and event periods.

**SALARY AND BENEFITS:** Position is full-time, exempt. Salary range is \$43,000-\$45,000 annually plus health, dental, and vision insurance; parking pass; life/disability insurance; and SIMPLE IRA with company match.

**TO APPLY:** Send cover letter and resume to [fenster@madisonopera.org](mailto:fenster@madisonopera.org).

Madison Opera is an equal opportunity employer.