

FISHER CENTER

POSITION TITLE

Audience & Member Services Assistant Manager

The Fisher Center at Bard seeks an enthusiastic individual to join its world-class Audience & Member Services team. The Assistant Manager provides administrative support, helps to execute the day-to-day activities of the box office, and co-supervises the entire box office team. This position reports directly to the Audience & Member Services Manager and works closely with the Director of Marketing and Audience Services.

RESPONSIBILITIES

- Maintain a high level of proficiency with box office policies and procedures as well as our software.
- Fulfill various daily and weekly administrative functions as necessary, including mailing ticket orders, answering customer emails and voicemail, managing internal ticket requests from various departments, and supply management.
- Coordinate season-specific needs, such as scheduling, transportation arrangements, and group orders.
- Assist in preparing and sending membership-related materials
- Supervisory duties (executed in cooperation with the Manager) include:
 - Training, scheduling, and supervising student/part-time box office staff.
 - Act as a point of escalation for issues beyond the capabilities of front-line sales staff, including group orders, donor orders, and special requests.
 - Open and close the box office at the start and end of a shift; reconcile daily cash income.
 - Oversee performance routines, including will call preparation, walk-up sales, and post-show reporting.
- Lead occasional tours of the Fisher Center, and likewise maintain familiarity with Fisher Center events and artists, Bard College facilities, events, departments, and personnel, and local area attractions and geography.

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QUALIFICATIONS

- A customer service mindset is a must and a background in the arts and/or interest in arts administration are preferred.
- Technological problem solving/ trouble-shooting skills are necessary.
- Outstanding communication skills, superior attention to detail, and the ability to empathize are critical.
- Must be able to work evenings and weekends according to the performance calendar.
- Previous work experience in a box office or familiarity with Tessitura or other ticketing software is a plus.
- Experience with any database software (FileMaker, Salesforce, Access, etc.) is also a plus.

Applications will be accepted via email until the position is filled. To apply, please send the following as one complete PDF file (Word documents will not be accepted) to boxoffice@bard.edu with the subject line "Audience & Member Services Assistant Manager Application":

- 1) Cover letter describing your qualifications for the position
- 2) Resume (2 pages maximum)

Bard College is an equal opportunity employer and welcomes those who contribute to our diversity.