

AUDIENCE & MEMBER SERVICES ASSISTANT MANAGER

OVERVIEW

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 as well as some gift processing.
- 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.
- 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.

Company-Wide Responsibilities:

- The Fisher Center is currently undergoing an organization-wide process of change toward becoming an anti-racist, multicultural institution. All on staff are expected to:
 - Commit to anti-racism and inclusivity at the Fisher Center. This includes participating in any trainings when scheduled, supporting departmental, company-wide, and cross-departmental collaboration in issues of diversity, equity, and inclusion, and furthering your own independent journey with anti-racism.
 - Contribute in meaningful ways to the organizational culture.

FISHER CENTER

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
- Outstanding communication skills, superior attention to detail, and the ability to empathize.
- Ability 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, AirTable, etc.) is also a plus.

While some duties may be performed remotely, this position is primarily on-site and requires physical presence at the Fisher Center.

LOCATION

Bard's beautiful 1,000-acre campus is situated on the east bank of the Hudson River, in Annandale-on Hudson, New York. Community life is defined by numerous cultural and recreational opportunities in the surrounding historic Hudson River Valley and by proximity to New York City. Nearby towns and villages include Rhinebeck, Tivoli, and Red Hook, New York.

TO APPLY

This is a non-exempt hourly position paid at a rate range of \$17.50 to \$21 per hour, depending on experience. Hours will average 35–40 hours/week.

Complete the application form here: <https://forms.gle/DcpY69GgpTCJCPF59>

Applications for this position are due by July 26, 2021.

Position will commence on or around August 9, 2021.

For any questions or issues with the application form, please contact fcjobs@bard.edu.

Bard College is an equal opportunity employer and we welcome applications from those who contribute to our diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, mental, or physical disability, age, sexual orientation, gender identity, national origin, familial status, veteran status, or genetic information. Bard is committed to providing access, equal opportunity, and reasonable accommodation for all individuals in employment practices, services, programs, and activities.

FISHER CENTER

ABOUT THE FISHER CENTER

The Fisher Center develops, produces, and presents performing arts across disciplines through new productions and context-rich programs that challenge and inspire. As a premier professional performing arts center and a hub for research and education, the Fisher Center supports artists, students, and audiences in the development and examination of artistic ideas, offering perspectives from the past and present, as well as visions of the future. The Fisher Center demonstrates Bard's commitment to the performing arts as a cultural and educational necessity. Home is the Fisher Center for the Performing Arts, designed by Frank Gehry and located on the campus of Bard College in New York's Hudson Valley. The Fisher Center offers outstanding programs to many communities, including the students and faculty of Bard College, and audiences in the Hudson Valley, New York City, across the country, and around the world. Building on a 159-year history as a competitive and innovative undergraduate institution, Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders.

ABOUT BARD COLLEGE

Founded in 1860, Bard College is a four-year residential college of the liberal arts and sciences located 90 miles north of New York City. With the addition of the Montgomery Place estate, Bard's campus consists of nearly 1000 park-like acres in the Hudson River Valley. It offers bachelor of arts, bachelor of science, and bachelor of music degrees, with majors in nearly 40 academic programs; graduate degrees in 11 programs; nine early colleges; and numerous dual-degree programs nationally and internationally. Building on its 159-year history as a competitive and innovative undergraduate institution, Bard College has expanded its mission as a private institution acting in the public interest across the country and around the world to meet broader student needs and increase access to liberal education. The undergraduate program at our main campus in upstate New York has a reputation for scholarly excellence, a focus on the arts, and civic engagement. Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders. For more information about Bard College, visit bard.edu.