



BalletX

Patron Services Manager Job Description

BalletX is seeking an enthusiastic, passionate, and detail-oriented Patron Services Manager to join our administrative team and play a pivotal role in enhancing our patron experience as we approach our 20th Anniversary Season. This is an exciting time for BalletX as we expand both artistically and organizationally. The Patron Services Manager will be crucial in supporting our mission to provide outstanding customer service, facilitate ticket sales, and foster deeper connections with our diverse community of patrons, subscribers, and donors.

In this key position, you will work closely with the Development and Marketing teams to ensure seamless box office and front-of-house operations, improve patron engagement, and support the organization's growth. You will oversee day-to-day ticketing operations, manage seasonal box office staff, and ensure that our patrons have an exceptional experience at every stage of their performance experience.

As a people person with a passion for relationship-building, you will be the public face of BalletX for many of our patrons. Your calm, solution-oriented approach helps create a welcoming environment and ensures that all patron interactions are handled with professionalism and care. A community-minded approach will help you create an inclusive and welcoming atmosphere that makes everyone feel valued. Your friendly and engaging demeanor will leave a lasting positive impression on patrons, helping foster loyalty and long-term relationships.

BalletX presents a robust season of performances in Philadelphia, typically including three mainstage series each year at the Suzanne Roberts Theatre (Fall, Spring, and Summer), a four-performance residency at Bryn Mawr College, and a two-performance Festival at the Mann Center for the Performing Arts, alongside an active schedule of free pop-ups and in-studio events for our donors, subscribers, and greater community. The Patron Services Manager will oversee ticketing operations and front-of-house logistics for each of these programs, ensuring a seamless and welcoming experience for thousands of patrons throughout the season. Strong attention to detail, organization, and a passion for customer service are essential in managing this vibrant and fast-paced performance calendar.

This is an incredible opportunity to lead and collaborate within a creative team that strives to make contemporary ballet accessible to all. If you are an organized, service-oriented professional who thrives on building connections, we'd love to hear from you. Join us at BalletX and contribute directly to the success of an innovative organization that transforms lives through the power of dance.

To learn more about BalletX, our mission, and our unique programs, visit www.BalletX.org.

This position is full-time with a salary range of \$48,000-\$54,000 (commensurate with experience) and accompanying benefits. BalletX is an equal opportunity employer.

Position Overview:

The Patron Services Manager leads box office and front-of-house operations, serving as the face of the patron experience to ensure every audience member enjoys a welcoming and seamless journey. As a key member of the Development and Marketing teams, this position drives subscriber relations, grows patron loyalty, and coordinates BalletX's CRM system (PatronManager) with precision, including upkeep and performance reporting.

Responsibilities (including but not limited to):

Box Office Operations

- Oversee ticket sales (in-person, phone, online), ensuring accurate financial tracking and swift resolution of issues while maintaining a high standard of customer service.
- Implement dynamic pricing changes and recommend adjustments to optimize revenue.
- Build and maintain ticketable events and subscriptions in PatronManager, managing ticket inventory and allocations for performance series, pop ups, and special events.
- Build and maintain memberships for the Young Patrons Circle, BalletX's young professionals program, in PatronManager.
- Coordinate group sales, special ticket promotions, offers, outreach, and ticket donations, in collaboration with the Marketing and Development teams.
- Generate reports and dashboards to track sales trends and box office performance.
- Manage box office equipment (e.g., ticket printers and scanners), ensuring proper functionality and maintenance.
- Assist with supervising studio entry for staff and visitors.

Donor Services

- Develop strategies to increase donations through ticket sales and donation add-ons, proactively encouraging ticket buyers to donate.
- Track, coordinate, and build familiarity with VIPs, major donors, and Board members in PatronManager, ensuring personalized engagement to deepen relationships and encourage future support.
- Collaborate with the Development team to track and execute ticket-related donation initiatives, such as donor seating or special ticket packages.
- Assist with donor stewardship initiatives, including ticketing builds for donor events and processing donor benefits.
- Provide support for fundraising special events as necessary.

Subscriber Relations

- Lead subscriber communications, including renewals and inquiries.
- Cultivate positive relationships with subscribers through personalized engagement and service.
- Collaborate with Marketing and Development teams to facilitate and implement subscriber benefits and recognition programs to enhance loyalty and retention.
- Organize subscriber-only events to deepen relationships and encourage continued support.
- Lead efforts to steward first-time ticket buyers and subscribers, with a goal of long-term retention.

CRM Administration

- Administer PatronManager, ensuring data accuracy, system hygiene, and structural integrity.
- Provide PatronManager support, training, and troubleshooting across the organization.
- Build and segment patron lists for targeted marketing and fundraising campaigns.

- Collaborate with Marketing and Development teams to optimize patron data for marketing and fundraising efforts.

Front of House

- Lead front-of-house operations at performances and events, ensuring a welcoming and efficient environment for patrons.
- Coordinate with Production and House Management teams to facilitate smooth guest entry and seating.
- Identify, train, supervise, and evaluate seasonal staff and volunteers, ensuring excellent customer service and operational efficiency.
- Troubleshoot ticketing and patron issues in real-time.

Communication and Reporting

- Provide regular updates on ticket sales, subscriber activity, and donor engagement.
- Create and distribute reports and dashboards for leadership, staff, and board members.
- Assist team members with report and dashboard creation as needed.

Qualifications

- 3+ years' experience in box office, patron services, or customer service management, preferably in the performing arts or nonprofit sector.
- Proficiency in CRM systems and/or ticketing platforms (PatronManager experience preferred).
- Excellent communication skills, both written and verbal, with the ability to engage effectively with patrons, donors, staff, and volunteers.
- Relationship-building skills, with the ability to create positive, lasting connections with patrons, subscribers, and donors, and a community-minded approach to fostering an inclusive, welcoming environment for all patrons.
- Proven ability to deescalate situations and offer effective solutions in high-pressure, customer-facing environments.
- Experience in team management, including hiring, training, supervising, and evaluating staff and volunteers.
- Strong organizational skills, with the ability to prioritize and manage multiple tasks in a fast-paced environment.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and comfort with learning new software and technology.
- High attention to detail with strong problem-solving skills and the ability to handle complex patron inquiries.
- Customer service-oriented mindset with a commitment to providing outstanding service at every stage of the patron journey.
- Ability to work flexible hours, in line with performance schedules.

To Apply

To apply, please send your cover letter, resume, and three references to BalletX at jobs@balletx.org. BalletX will review applications on a rolling basis until the position is filled.