

Position Title: Patron Services Manager

Salary: \$35,000-\$40,000 per year DOE

Status: Full-time exempt

Description: The Patron Services Manager serves as the primary point of contact for Davis Arts Council ticket-buyers and donors and manages all internal data for each patron and donor. This position requires extensive work in the ticketing CRM software Spektrix. The ideal candidate will have excellent people skills, be great with computers, and enjoy solving complicated problems in creative ways. This position is part of a very small staff and will often require “wearing many hats” to accomplish the organization’s mission. Evening and weekend work is frequently required, especially during summer months.

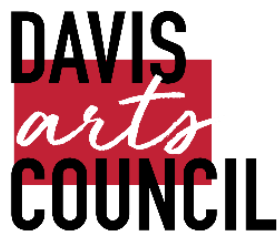
Responsibilities:

- Box Office
 - Build and manage all ticketed events in Spektrix
 - Manage season subscription renewals, perks, and ongoing stewardship
 - Answer phones and return emails regarding tickets
 - Create ticketing reports for agents and managers using Spektrix
 - Manage box office at all ticketed DAC events and oversee box office assistants and volunteers as appropriate
- CRM/Database Management
 - Input and maintain donor, sponsor, and patron data in Spektrix
 - Create and run reports as requested. Occasional data manipulation in Excel may be necessary for this process.
 - Assist with generating and sending donor acknowledgements and receipts when requested
 - Ensure continual data integrity and “clean up” data as appropriate
 - Continuously learn and improve skills with Spektrix and assist other staff members with using and learning the software.
- Other duties as necessary
 - Includes acting as staff member on duty for DAC programming (along with other office staff)

Qualifications:

- 5+ years’ experience in a customer-facing environment
- Excellent computer skills with ability to learn additional skills quickly as needed
- Proficiency with Microsoft Office Suite, especially Excel
- Superior written and oral communication skills
- Exceptional organization abilities
- Self-motivated and dependable
- Ability to sit or stand and use computer for 8-10 hours daily
- 2+ years’ experience with box office or CRM software preferred





Benefits:

- Health and dental insurance (80% employer paid)
- IRA retirement plan with company match (after 1 year)
- Cell-phone reimbursement
- Flexible remote work policy
- 10 paid vacation days (increases to 15 after 2 years, 20 after 5 years)
- 18 paid holidays
- As-needed paid time off for illness, bereavement, and religious observance
- Paid medical and family leave
- 5-hour workday – on non-event days, staff may choose to work only five hours in-office each day. Because this position carries a full-time workload, additional hours may be worked remotely or in-office as needed.
- Discounts and complimentary tickets

How to Apply: Email a resume and cover letter to tessa@davisarts.org no later than July 15. Interviews may begin before this date, so applying as soon as possible is strongly encouraged.

