



## PATRON SERVICES MANAGER

### JOB DESCRIPTION

#### ORGANIZATION

Founded in 1997, Profile Theatre is one of the oldest continuously operating theaters in Oregon, and one of only three theaters in the country to take a deep dive into the bodies of work of contemporary playwrights. Every two years, Profile Theatre selects two mid-career writers and centers two years of programming around them, with productions of older plays, newer plays and world premieres and commissions. In so doing, Profile Theatre accords its audience, community and staff unparalleled access into the work and worldview of some of the most exciting and accomplished writers of our time.

Profile Theatre staff will have the opportunity to work closely with playwrights and other artists of national repute, alongside some of the most talented artists in the Portland metro area. Recent Featured Playwrights have included Kristoffer Diaz, Lauren Yee, christopher oscar peña, Paula Vogel and Lisa Kron, among others.

Profile Theatre centers diversity, equity, inclusion and access in all of its activities and programming. Profile is committed to building a diverse and inclusive organization and strongly encourages women, trans, non-binary, BIPOC and people from other historically excluded populations to apply, regardless of whether they meet every single qualification.

#### POSITION AND RESPONSIBILITIES

**This is an interim position with the possibility of permanent hire. At this time, the position goes until June 30th, 2024.** Working closely with the Director of Communications and the Artistic Director, the Patron Services Manager will create eemails to group constituencies like affinity night patrons and Profile artist “alumni,” as well as pro forma communications to ticket holders; fulfill all ticket requests for Profile Members and for single ticket buyers; and related patron services tasks as assigned.

The Patron Services Manager also assists on a series of Member and donor touch-points throughout the spring, including Artist Dinners, First Reads, Behind The Scenes Open Rehearsals, and Opening Night receptions, with an eye towards engaging patrons to have a deeper connection to Profile Theatre. Towards the end, the Patron Services Manager also ensures that all donors are acknowledged in a timely manner via letter, email and in playbills.

Profile Theatre strives for a non-siloed, highly collaborative workplace. As such, the Patron Services Manager will collaborate closely with the Artistic Director, the Director of Community Engagement and the Company Manager, in addition to the Director of Communications to whom the Patron Services Manager reports and who directs the PSM's activities. Profile Theatre staff all work towards several organizational goals: to produce high-level artistic events, to achieve financial stability and maintain fiscal transparency, and to develop and deepen relationships in our community.

**Responsibilities include:**

1. Box Office Management
  - a. Fulfill all Member ticket requests
  - b. Fulfill single ticket buyer requests that come in through phone or email.
  - c. Ensure that all voicemail and emails sent to [boxoffice@profiletheatre.org](mailto:boxoffice@profiletheatre.org) are replied to within 24 hours.
  - d. Create and schedule ticket reminder emails and thank you emails for each performance
  - e. In close collaboration with the Director of Community Engagement, create and schedule marketing emails for affinity nights.
  - f. In close collaboration with the Director of Communications, solicit group sales for affinity nights and other mainstage events to businesses and organizations in the area.
  
2. Member and Donor cultivation and stewardship
  - a. Assist with set up and running of small donor touch points including: first read, open rehearsal, opening night reception, artist talks and artist dinners.
  - b. Ensure all donations are recorded in patrons' accounts in our CRM.
  - c. Create and execute donor acknowledgement letters.
  - d. Pull reports to ensure that all donors are acknowledged in playbills.
  - e. Under the Director of Communications' direction, execute fiscal year end fundraising letter mailing.
  
3. Meetings
  - a. Attend all Profile Theatre staff meetings as determined by the Artistic Director.

**QUALIFICATIONS**

Strong customer service skills, and strong collaborative skills working in small teams. A self-starter able to work independently on tasks as assigned.

Excellent written skills, especially when describing plays and in person activities.

Good visual sense. An ability to create compelling, image-driven emails with guidance and support from the Director of Communications..

Strong computer skills, including comfort with cloud-based databases and software.

Can work independently and in a small team environment.

## **COMPENSATION**

Rate is \$22/hour with an expectation of roughly 20 hours per week, flexible.

Profile Theatre is an equal opportunity employer and strongly encourages women and people of color to apply, in keeping with its core values of inclusion and representation.

## **LOCATION**

The PSM will be expected to report to the Profile Theatre office located at 216 NW 13th Ave, for at least half of their hours, and to the Imago Theatre located at SE 8th Ave. as needed during performance production run.

Some tasks are able to be completed remotely from home with own equipment as mutually negotiated and agreed in advance with the Artistic Director.

## **SCHEDULE**

Profile Theatre's office is currently hybrid; When not at the theatre, about 50% of hours are expected to be in person, and the rest remote. Attendance at first reads, opening nights, galas and other member events is required.

## **REPORTING**

To the Director of Communications.

## **APPLY**

Please include a letter of interest outlining applicable skills and experience and a resume to: [info@profiletheatre.org](mailto:info@profiletheatre.org). No calls or drop-ins, please.