

## **Director of Patron Services**

**Sixth & I** is seeking a full-time **Director of Patron Services**, reporting to the Director of Operations, responsible for managing ticketing and front-of-house operations and teams for events and classes in our 800-seat venue and additional smaller spaces. Events include talks, concerts, comedy shows, live podcast recordings, along with educational classes, religious services, and private and life-cycle events. Position is nearly entirely late afternoon through evening and on weekends with the exception of a weekly day-time staff meeting. Position will be mainly remote to start and will transition back to in-person as we ready our space to open to the public and beyond.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The person in this role will lead the comprehensive effort to envision, establish, and implement an infrastructure and best practices across the organization in the areas listed below, building the foundation for a new and, in time, expanded department.

#### **Ticketing and Customer Service**

- Ticketing is currently handled within each program department. This role will create a system for a consolidated approach to managing ticketing across the organization as part of developing a shared services model.
- Manage ticketing of all events across the organization on Eventbrite platform, including the building of ticket pages, monitoring of inventory, and inputting comps
- Serve as subject matter expert on Eventbrite
- Respond to customer ticket inquiries and resolve any ticket-related customer service issues, facilitate ticket transfers, and special accommodations
- Route weekly ticket sales reports to programming staff
- Responsible for maintenance of all physical ticketing equipment including printers and scanners
- Responsible for will-call and ticket sale operations at events

#### **House Management**

- **Fulfill nightly House Manager duties for all events at Sixth & I**
- Ensure the readiness and smooth operation of the building before/during/after events and programs – with an eye to the highest safety standards
- Plan for and monitor the efficient and safe entry and exit of audiences into/out of the building, including accessible entry needs
- Work with Director of Operations to update and maintain venue operational standards, policies and procedures for all events, creating consistency in execution across program departments
- Ensure the highest standards for customer service inform all venue operations
- Work in partnership with programming team and event security lead to identify trends, issues, and timing needs
- Schedule bartenders for events; oversee bar operations at events and reconcile finances.
- Manage maintenance personnel and maintenance issues at events
- Primary contact regarding front-of-house requirements and operations for each event
- Perform other administrative house management duties as assigned

#### **Event Staffing**

- Determine the event staffing needs for each event and schedule part-time event staff and volunteers

- Supervise and direct Event Assistants and volunteers at events, whose duties include but are not limited to: welcoming attendees, scanning/checking tickets, handing out programs, distributing books, ushering, assisting patrons, and helping to coordinate audience movement
- Develop a recruitment and training system for event staff and volunteers for a more specialized approach to event staffing
- Manage any part-time or full-time Production Assistant Sixth & I employs

**REQUIRED EDUCATION, KNOWLEDGE, SKILLS AND ABILITIES:**

- 6-8 years of venue management, public assembly, hospitality, and/or front of house experience required
- Demonstrated experience in recruitment, management and training of staff
- Robust ticketing experience required
- Bachelor of Arts preferred
- Outstanding customer service skills and decorum
- Excellent ability to problem-solve operational and customer services issues and to think on your feet; make quick, sound judgment calls
- Excellent written and verbal skills
- Experience recruiting, training, and managing volunteers
- Must be a team player with a willingness to assist individuals of varying skill levels
- Ability to self-direct, be self-sufficient, and manage competing projects simultaneously
- Ability to perform moderate to heavy lifting, climb stairs, stand for long periods of time
- Ability to excel in a fast-paced and diverse working environment
- Strong organizational skills with attention to detail
- Intermediate knowledge of Microsoft Excel and Word

**What is Sixth & I?**

Sixth & I is a non-profit center for arts, entertainment and ideas and a synagogue that reimagines how religion and community can enhance people’s everyday lives. Housed within a revitalized historic space dating back to 1908 in the heart of the Nation’s Capital, our unexpected mix of cultural and spiritual programs embraces the multi-faceted identities of those we serve and offers wide-ranging, eye-opening, and accessible experiences to inspire more meaningful and fulfilling lives.

Sixth & I is an equal employment opportunity employer.

Salary Range: \$60,000 - \$70,000

FLSA Status: Exempt

Benefits: Competitive benefits package

To apply, please send a cover letter and resume to [jobs@sixthandi.org](mailto:jobs@sixthandi.org), with your name and "Patron Services" in the subject line. No phone calls or emails please. Candidates will be contacted if there is an opportunity to be interviewed.