



Director, Patron Experience

The Princeton Symphony Orchestra (PSO), widely regarded as one of the New Jersey's finest arts organizations, is a highly successful, professional, per-service orchestra. The PSO presents a six-program classical series at Richardson Auditorium in Princeton as well as pops, holiday, and education concerts, a chamber music series, lectures and events for the community, and robust education programs reaching over 10,000 students annually. The PSO values its partnership with the Youth Orchestra of Central New Jersey (YOCJ). Each June, the PSO presents the Princeton Festival, a multi-genre performing arts festival.

JOB TITLE

Director, Patron Experience

POSITION

The Director of Patron Experience will oversee a patron's overall journey, from the moment they hear about an event to the post-event follow-up and engagement. Responsible for establishing key performance indicators, tracking revenue and expense budgets, developing a customer service strategy, creating and implementing initiatives that align with the organization's strategic plan, and becoming certified to be the Patron Manager System Administrator. This role also has regular interaction with external clients, vendors, and community partners as well as employees throughout the organization and serves as a member of the management team. This position reports to the Executive Director and directly oversees the Box Office Manager.

ESSENTIAL JOB FUNCTIONS

- Support the Executive Director and Chief Development Officer in all activities needed to provide a positive customer experience and to ensure a safe and pleasant patron environment.
- Act as primary contact at events, taking leadership responsibility for Front-of-House functions, patron conflicts, and safety and evacuation procedures.
- Develop and effectively manage annual operating budget for department.
- Work in collaboration with all departments for the overall success of events.
- Establish customer services standards and operations.
- Take part in the hiring of Front-of-House support staff.
- Manage Box Office Manager and approves procedures for classical series Front-of-House support staff training and box office management.
- Manage House Manager during the Princeton Festival and approves procedures for Front-of-House support staff training.
- Communicate performance specific information with the vendors, clients, partnerships, and internal staff to ensure up-to-date communications.
- Coordinate with all departments the logistics of activities that generate a demand on Front-of-House staff, crowd control, or the overall patron experience.
- Generate post-event reports to track Key Performance Indicators and engagement.
- Foster and maintain strong working relationships with vendors, venue staff, and partner organizations.
- Establish new and manage existing ticketing programs that generate access; working with Manager of Marketing to promote accordingly.
- Develop and implement initiatives that align with the organization's strategic plan.

- Assist with the development, implementation, and evaluation of supplemental materials needed for grant applications; including patron engagement, impact, and demographics.

ADA Coordinator

- Responsible for the development, implementation, and evaluation of the ADA Plan submitted as part of New Jersey State Council on the Arts (NJSCA) grant funding requirements.
- Serve as the primary contact, internally and externally, regarding concerns and inquiries on ADA services and issues.
- Develop service knowledge by participating in educational opportunities.
- Update and maintain website pages with current offerings.
- Facilitate ADA and disability awareness training for staff including disability etiquette.

Patron Manager System Administrator

- Required to take the certification course to become the Patron Manager System Administrator; within the first 6-months of employment.
- Develop processes for optimizing database security.
- Establish and maintain data entry standards.
- Install, upgrade, and manage database applications.
- Diagnose and troubleshoot database errors.
- Recommend and implement emerging database technologies.
- Create and manage database reports, visualizations, and dashboards.
- Create automation for repeating database tasks.
- Facilitate training for staff.

MARGINAL JOB FUNCTIONS

- Able to travel to/from multiple venues.
- Capable of assisting with set-up; able to lift 25 lbs.
- Other duties as assigned.

QUALIFICATIONS

- Customer service experience, preferably in the ticketing, entertainment, non-profit arts or hospitality industries.
- Venue management experience, preferably in the venue/entertainment Front-of-House supervision.
- Minimum 10 years of management experience.
- Minimum 5 years of CRM Database management; preferably in Patron Manager, Salesforce, or Tessitura.
- Superb organizational skills, attention to detail, and the ability to plan, prioritize, and handle multiple deadlines.
- Impeccable professionalism and excellent interpersonal skills to work with a variety of constituents from an array of lived experiences.
- Ability to work with the public and possess conflict resolution skills.
- Ability to work collaboratively with multiple stakeholders; internally and externally.
- High standards of integrity, credibility, and reliability, including the ability to keep confidential information secure and private.
- Excellent time management skills including commitment to attendance and punctuality.
- Works well independently and in a group setting, a true team player.
- Strong written and verbal skills.
- Must have a valid driver's license and a reliable form of transportation.
- Ability to work a flexible schedule including days, evenings and weekends.

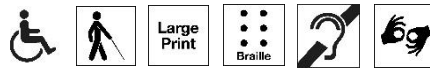
COMPENSATION

This is a full-time (exempt) position requiring regular evening and weekend work to cover PSO concerts

and events. Salary is commensurate with experience; benefits include health insurance and paid vacation. Salary range \$70,000-\$80,000.

HOW TO APPLY

Submit a resume and cover letter to employment@princetonsymphony.org with “Director, Patron Experience” in the subject line. Resume review will commence on Monday, December 18, 2023. Interviews will begin in early January and will continue until position is filled. All applications will be treated as confidential. Electronic submissions only – no phone calls. Reference and background check will be completed during final interview process. If you require any assistance or accommodations during the interview process, please include this information when submitting your application.



The Princeton Symphony Orchestra (PSO) is deeply committed to a thoughtful, honest, and ongoing self-examination of how we are applying principles of equity, diversity, and inclusion (EDI) and antiracism within our organization. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, status as a qualified individual with a disability, or any other characteristics protected by federal, state, or local law.