



**Position Title: Audience Services Associate**

Reports To: Deputy Director

Classification: Part Time, Hourly

Dedicated to supporting creative risks taken by artists from diverse genres, cultures and perspectives, Performance Space New York (PS New York) presents and commissions works that challenge the boundaries of live performance. PS New York is an innovative local, national and global leader in contemporary performance.

Reporting directly to the Deputy Director, the Audience Services Associate will oversee the implementation of all aspects of Performance Space New York's Front of House audience experience. This includes providing exceptional customer service, managing ticketing and sales, patron and donor data, hiring and staffing front of house and box office over hires, and collaborating with individual artists to fully realize their front of house needs. As the most public-facing position, the Audience Services Associate will act as the primary steward of the organization for audiences.

**RESPONSIBILITIES**

Essential duties and responsibilities include, but are not limited to, the following:

**Box Office & Front of House**

- Hire and train staff/volunteers.
- Create staffing and scheduling for each artist run.
- Available to meet with artist for special instruction when necessary.
- Make program copies.
- Reconcile daily box office, including running cash reports and making weekly deposits.
- Execute show reports and attendance list to be circulated to Performance Space staff.
- Compiling a "Who's Coming" list along with relevant information to circulate to staff
- Administer comps, staff ticket requests, and holds for VIP purchases.

**Ovationtix**

- Set up events, products and donation categories.
- Enter mailing list data and email.
- Enter donations manually – checks, wire transfers, etc.
- Update patron information as necessary.
- Submit sales reports to Finance: show wraps and monthly sales reports with donor information.
- Maintain a working relationship with Ovationtix representative and support team.
- Technical troubleshooting of Ovationtix software.
- Refund/troubleshoot through Authorize.net.

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#### Audience and Community

- Respond to audience needs and inquiries through email and by telephone.
- Work with fellow staff members to cultivate community attendance and involvement.
- Provide audience amenities such as ear plugs or other items as necessary for each event.

#### Merchandise

- Manage inventory and provide monthly inventory reports.
- Oversee lobby display during hours of operation and during performances.

#### Facilities

- Train Front of House staff. Duties of FOH staff include:
  - Ensure lobby and front of house area is clean and presentable for pre-show.
  - Remove and restore elevator protection.
  - Lock/unlock main doors.
  - Report any facilities issues to Operations or Production Manager as appropriate.
  - Provide appropriate wayfinding signage for audience members.

#### Administration

- Submit timesheet information for FOH and Box office bi-weekly.
- Attend weekly staff meeting.
- Collect, time stamp and circulate mail.

Performance Space New York is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater/dance/performance fields are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, age, or veteran status. Compensation will be commensurate with experience.

TO APPLY Please send resume, cover letter and at least two references to [office@performancespacenewyork.org](mailto:office@performancespacenewyork.org) by August 20, 2018 with "Audience Services Associate" in the subject line. No phone calls please.

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