JOB TITLE: Guest Experience Manager

REPORTS TO: Director of Advancement

CLASSIFICATION: Full-time, Salaried, Exempt

SUMMARY:
Guest Experience Manager is a critical member of Des Moines Metro Opera’s full-time staff and is responsible for handling all aspects of ticket sales for the summer festival, 2nd Stages Series productions, and other ticketed events such as the Wine, Food & Beer Showcase, the Opera Gala, Artist Recitals, and special guild events. The position will process all ticket orders throughout the season and will serve as the face of the Box Office at every opera performance, acting as concierge to DMMO patrons while managing and training a small staff of employees during the summer season.

In addition to the ticketing functions for the company, the Guest Experience Manager works in collaboration with the Director of Advancement and the Marketing Director to execute a strategy for excellent guest experiences at every level of the customer journey as well as all DMMO events including consideration of accessibility, updating accessibility statements and communication functions with patrons. The Guest Experience Manager serves as the company's primary source of communication following the sale of a ticket and leading up to and immediately following the performance. Additionally, the Guest Experience Manager serves as primary coordinator for patron amenities at performances such as wayfinding signage, parking information, dining and concession options, and developing concierge and other partnerships with hotel and restaurant partners as appropriate.

This position will also serve as the facilitator for special events and event planning at DMMO, executing major fundraising and cultivation events in conjunction with the Director of Advancement and development staff.

DUTIES and RESPONSIBILITIES:

- Take ticket orders via phone, mail, e-mail & in-person
- Process ticket orders
- Responsible for ordering ticket stock from vendor
- Manage administrative and intern staff during summer season
- Printing and mailing of all tickets
- CRM Box Office management
  - Create new seasons and productions and manage season subscriptions in Patron Manager
  - Work closely with the Marketing Director to develop and maintain pricing strategies for demand-based pricing and section flexing to maximize ticketing revenue
- CRM database management and administration
  - Maintain donor records for the development area
  - Generate stewardship letters following gifts for development area
  - Manage general address information and database update management
- Coordinate menus and dining experience in the theatre lobby—patron experience
- Work closely with programmatic marketing area to achieve budget goals related to box office sales and event ticket sales
- Work closely with the development area to achieve annual fund and ticket order philanthropy goals
- Lead patron communication efforts surrounding “Know before you go" and post-performance emails
• Coordinate and ensure clarity for patron wayfinding signage in performance locations, adding when appropriate to the locations in which the company is presenting performances
• Develop concierge partnerships to improve the patron experience for those traveling from out of the area
• Special Events Facilitation
  o Promote and share the mission of Des Moines Metro Opera through arranging, planning, promoting and executing special fundraising, cultivation and stewardship events for the company.
  o Prepare and oversee general operations for special events including cultivating and maintaining vendor relationships and strategic planning for annual events calendar

REQUIREMENTS:
• Have passion for connecting and building relationships with people
• Excellent donor/customer service skills and relationship management skills
• Acquire knowledge of ticket policies and procedures
• Strong computer skills, including knowledge of Microsoft Excel and Word. Experience with Salesforce/PatronManager or Tessitura is a plus
• At least three years of non-profit or events/box office experience preferred. Proven success in relationship building
• Be self-motivated and an independent thinker who consistently meets deadlines, resolves conflicting priorities, and has outstanding interpersonal skills
• Excellent organizational skills and exceptional written and verbal communication.
• Extremely detail-oriented and thorough work required
• Ability to manage multiple projects simultaneously and achieve results in a timely fashion.
• Ability to work evening and weekend events
• Flexibility and solution-oriented focus within fast-paced and ever-changing environments and various personalities
• Ability to maintain and work within a budget
• Residency in Des Moines, IA metro area. A relocation stipend will be offered if needed

PHYSICAL STANDARDS:
This position involves moderate work with lifting or moving up to 30 pounds occasionally and sitting or standing for long periods of time. The position requires the ability to use computer equipment and the ability to communicate verbally and in written word. This position occasionally requires long hours and a flexible work schedule in support of a performance schedule and special events.

BENEFITS:
Competitive health, life, disability, and retirement plan, and generous PTO. Salary range is $43,000-$46,000 dependent on experience and qualifications.

APPLICATION PROCESS:
Submit resume and cover letter, email or by mail to:
Des Moines Metro Opera
Attn: Tim McMillin, Director of Advancement
106 West Boston Avenue
Indianola, IA 50125
tmcmillin@dmmo.org

DEADLINE:
Applications will be accepted until the position is filled. Applicant screening process to begin immediately.

As an Equal Opportunity Employer, Des Moines Metro Opera celebrates diversity and inclusion. We do not discriminate against any employee or job applicant on the basis of race, color, religion, national origin, creed, gender identity, sexual orientation, pregnancy, disability, age, veteran status, political affiliation or philosophy. All qualified applicants are encouraged to apply.