



## **JOB DESCRIPTION**

**JOB TITLE:** Patron Services Manager  
**REPORTS TO:** Director of Development

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The Grand Teton Music Festival (GTMF) unites over 250 celebrated orchestral musicians, led by Music Director Sir Donald Runnicles, each summer in Jackson Hole, Wyoming. Apply to join our full-time team as the Patron Services Manager.

**BACKGROUND:**

The concert audience is the foundation of the Grand Teton Music Festival’s impact. Like our musicians, our patrons are indispensable.

The Patron Services Manager is the principal caretaker of the GTMF audience. Through thoughtful, detail-oriented service and hospitality, the Patron Services Manager creates ticket-buying and concert-going experiences that mirror the excellence of what patrons see and hear on stage.

The Patron Services Manager is also an essential member of the Development team and key contributor to GTMF’s culture of philanthropy. Every patron is either a current donor or potential donor. By coordinating next-level service, the Patron Services Manager makes both current and potential donors feel appreciated, valued and special. Those feelings strengthen relationships, and stronger relationships set the stage for increased ticket purchases and giving.

**JOB SUMMARY:**

The Patron Services Manager is responsible for overseeing the daily operations of ticket sales, including subscription processing, database and data management, phone and online sales, ticketing communications, and the training and oversight of GTMF’s seasonal box office team. This position supports development operations and is solely responsible for general office management.

This position reports to the Director of Development, but also collaborates closely with other GTMF staff, including the Marketing Director, Marketing Associate, Donor Relations & Events Manager, and Development Operations Associate.

**DUTIES/RESPONSIBILITIES:**

Oversees the Festival’s subscription renewals and acquisition process, supporting the Marketing Director to ensure a successful season launch and renewal campaign. This includes planning, executing, and tracking results of various marketing appeals and campaigns and assisting with the production and distribution of external publications. Serves as the box office lead at both year-round and summer festival concerts. Creates and sends out pre-concert “know before you go” emails and post-concert thank-you/patron survey emails. Assists with special events and provides

general administrative support as requested. *Percent of Time Spent on Achieving Results: 40%*

Oversees the ticketing database, including: regular auditing of data to ensure accuracy and consistency, working with Choice to identify new functionality and customized reporting to enhance staff efficiency and patron experiences, collaborating with the Development Operations Associate to ensure consistency of data across Choice and Raiser's Edge (the Festival's fundraising CRM), training or coordinating training for other team members so they can use the system effectively. Serves as primary interface with the ticketing software provider. Researches and manages any possible future transition to a different CRM platform. *Percent of Time Spent on Achieving Results: 20%*

Hires, trains, and schedules seasonal box office staff for the summer season in collaboration with the Director of Finance and Director of Development. Proofs ticketing information on materials and ensures that promotions are set up correctly and communicated to all patron services staff. Provides and ensures the box office team provides next-level customer service to donors and patrons. Supports colleagues by finding opportunities for seasonal box office team members to assist with concessions and other administrative tasks. Actively participates in operations meetings and collaborates with front-of-house seasonal employees to ensure a seamless and positive patron experience. *Percent of Time Spent on Achieving Results: 20%*

Supports colleagues on the Development Team to enhance donor experiences. This includes coordinating early subscription renewals for donors at certain levels, tracking and looking for opportunities to fulfill VIP subscription and single ticket seat change requests, identifying opportunities to "surprise and delight" current and potential donors with seat upgrades, assisting the Development Operations Associate in importing ticket purchase data into Raiser's Edge, helping with in-house development mailings and broad-based donor communications as required. *Percent of Time Spent on Achieving Results: 10%*

#### Office Management Duties/Responsibilities

- *Greet and direct visitors in a welcoming and professional manner*
- *Answer phone calls and direct callers to the appropriate party*
- *Process concert ticket orders*
- *Process, sort, and route incoming and outgoing mail*
- *Monitor and manage inventory of office supplies*
- *Perform other administrative support tasks, including updating and sorting files/data, drafting and proofreading correspondence and assist other departments as needed.*

*Percent of Time Spent on Achieving Results: 10%*

#### **SUPERVISORY RESPONSIBILITY:**

Job titles of employees directly supervised: N/A

(During the summer season this position directly supervises up to five (5) temporary employees.)

#### **MINIMUM EDUCATION AND EXPERIENCE:**

High school diploma or equivalent

3 years of direct customer service & system administration experience

#### **REQUIRED SKILLS/ABILITIES:**

Must be forward thinking and innovative with a passion for sales, service, and hospitality.

Strong written and oral communication skills.

Exceptional people skills and patience to communicate calmly and professionally.

Computer savvy including Excel, Word, etc. and database programs.

Proven problem-solving skills.

Ability to stay calm under pressure and thrive in a fast-paced environment.

Organized, detail-oriented, and able to maintain confidential information.

Night and weekend hours required during the 8-week summer festival and occasionally for other year-round events

Unwavering commitment to exceptional customer service and hospitality

**PHYSICAL REQUIREMENTS:**

Ability to regularly sit for long periods of time – over 70% of the time.

Ability to regularly work in a confined space – over 70% of the time.

Ability to repetitively move wrist, hand and/or fingers – up to 70% of the time.

Ability to occasionally talk, stand, walk, drive, reach with hands/arms – up to 40% of the time.

This is a full-time position based in Jackson, WY. GTMF provides a flexible work schedule September–June; night and weekends are required July & August. Housing assistance is available for employees of GTMF.

To apply, please email a resume and letter of interest to [jobs@gtmf.org](mailto:jobs@gtmf.org).

The preceding job responsibilities and tasks were designed to indicate the general nature and level of work performed by associates in this job. It is not designed to contain or be interpreted as a comprehensive inventory of all job duties and responsibilities required of associates assigned to this job. Associates may be required to perform other duties as assigned. Additional job competencies, individual goals, and performance measurements are set at the department level.