



Job Title: Patron Service Manager

How to Apply:

Please follow the link below to our website where you can apply directly on our job board.

<https://www.houstongrandopera.org/about/employment-and-auditions>

Job Highlights

The Patron Service Manager is part of the Patron Experience team and is responsible for providing concierge-level service to HGO's VIP donors, efficient management of Patron Service operations, as well as managing projects with a Patron Service focus. This position will report directly to the Director of Patron Experience and will also work closely with the Philanthropy team as a primary internal client and the Customer Care Team to maintain exceptional service levels for our customers. Work will be based primarily on-site with the opportunity for remote-based work.

The Patron Service Manager is an integral part of the organization. The ideal candidate thrives in a growth organization, challenges the status quo, excels at connecting people, and drives processes and results. You will be charged with creating a culture of high performance, operational excellence, and superior customer engagement.

Join Us!

We are looking for talented, passionate, dedicated people who are eager to make contributions to our community and our mission.

Concerned you do not meet every single requirement listed? Apply! We know that some people are less likely to apply for a job if they don't think they meet 100% of the requirements. At HGO, we are dedicated to building a diverse, inclusive, and authentic workplace. So, if you're excited about this position but your experience doesn't align perfectly, we encourage you to apply! You may be just the right candidate for this position or another role at HGO.

About the Houston Grand Opera

The mission of HGO is to enrich our diverse community through the art of opera. We do so by creating, curating, exploring, and producing outstanding experiences centered around the human voice. HGO has received a Tony Award, two Grammy Awards, and three Emmy Awards – we are the only opera company in the world to win all three honors.

Our strategic focus is two-fold: creating profoundly enriching experiences for our diverse audiences and clearly defining and positively promoting the HGO brand.

We are passionate about building and sustaining an inclusive and equitable working environment for all company members. We believe every team member enriches our diversity by exposing a broad range of ways to understand and engage our community and discover, design, and deliver enriching experiences.



Compensation and Benefits

The starting salary for a candidate who meets the minimum requirements of the position is \$58,500.00. We offer robust benefits to full-time employees, including:

- Comprehensive and affordable health benefits, including medical, dental, and vision insurance; a high-deductible healthcare plan with an employer-funded health savings account; a flexible savings account; an employee assistance program; and employer-paid life, short-term disability, and long-term disability insurance
- Generous paid time off including vacation, wellness, parental leave, and scheduled and flexible holidays
- 403b retirement plan with employer match
- Flexible work schedule
- Hybrid work environment
- Professional development fund and opportunities
- Discounted parking in the Theater District garage and nearby lots plus easy access to Metro transportation
- Free tickets to our mainstage and community productions and events

Key Responsibilities

Ticketing Operations

- Works closely with the Philanthropy team to provide expert-level ticketing service, benefit fulfillment, and related operational support to create memorable experiences for VIP donors, prospective donors, and other institutional partners
- Provide personalized, concierge-level ticket services for VIP donor groups starting at the Patron giving level, including subscription sales and renewals, single ticket sales, ticket exchanges, etc.
- Responsible for maintaining a 92% or better subscription renewal rate for the Patron+ subscriber segment
- Manage dress rehearsal ticketing operations for all subscribers and company stakeholders
- Prepare VIP will call tickets for delivery at valet or the box office
- Provide ticketing support for ticketed special events such as the Opening Night Dinner and Concert of Arias
- Support the Office of General Director and Executive Leadership with special ticket requests
- Manage the development and delivery of season tickets and related informational materials

Donor and Subscriber Benefits

- Responsible for managing subscriber benefits through brainstorming concepts, maintaining listings of approved benefits, watching deadlines, and ensuring delivery for all subscribers
- Manage operations for VIP donor benefits such as donor valet parking, reserved self-parking, rideshare partners, and Founders Salon dining
- Managing event-related valet parking for any special events that overlap with performances at the theater

Other Duties

- Maintain a strategic presence for the Patron Service team at Philanthropy events where Patron level constituents will be present such as Opera Unwrapped, recitals, backstage tours, masterclasses, salons, etc.
- Work interdepartmentally and cross-departmentally to promote the company's strategic priorities
- Serve as a mentor and resource to members of the Customer Care team to foster professional growth, first-in-class service, and a concierge mindset
- Develop, present, and oversee financial budgets for Patron Services on an annual and quarterly basis
- Monitor and track operational KPI's and benchmarks for the Patron Services team
- Implement a framework for continual evaluation and improvement through focus groups, surveys, post-mortems, and other feedback mechanisms
- Represent the voice of VIP donor segments and provide insights into strengths, challenges, and opportunities
- Manage Patron Services related projects to ensure timely completion and successful outcomes
- Be an advocate for innovation with a relentless drive to deliver ever-improving experiences for VIP donors
- Champion internal systems and procedures to manage growth in both volume and complexity

Qualifications

- Bachelor's degree preferably in Marketing, Business, Hotel Administration, or equivalent experience
- 4+ years of prior relevant experience working on highly performing account management, development, or operations teams
- Experience working in a CRM database, especially Tessitura is a plus
- Proficiency working in Qualtrics or other customer listening tools is a plus
- Must be able to work some nights and weekends for scheduled performances and events

Other Skills and Abilities

- Dedicated to providing positive customer experiences and building strong relationships with key stakeholders
- Desire to work on a collaborative and diverse team
- Strong analytical, troubleshooting, problem-solving, and project management skills
- Ability to evaluate and execute smart risks, ability to identify opportunities for improvement, and initiative to drive necessary change
- Excellent verbal, written, and interpersonal communication skills
- Someone who embraces challenges enjoys solving problems, and is willing to try new things

Physical Demands

The physical demands described here are representative of those we consider important for an employee to successfully perform essential functions of this job: extended periods of sitting and performing tasks such as typing and using a computer mouse, with strong visual and auditory focus, occasional lifting (not exceeding 25 pounds), reaching for items, proficiency in keyboarding, effective communication skills, and fine motor abilities, being mobile within the office for activities like attending meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.



Equal Opportunity

Houston Grand Opera is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at HGO are based on business needs, job requirements, and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by federal, state, or local laws or regulations. HGO will not tolerate discrimination or harassment based on any of these characteristics. HGO encourages applicants of all ages.