



We invite applications for the position of:
PATRON SERVICES MANAGER

(Working title for Performing Arts Assistant)

\$55,546 – 67,516 Annually

Plus a comprehensive benefits package

Why Consider The City of Mountain View?

It's simple. You'll join a team of venue professionals dedicated to keeping the *Mountain View Center for the Performing Arts (MVCPA)* at the top of the South Bay's performing arts venues. We're proud to host everything from pre-school dance recitals and drama summer camps, to Broadway-bound musicals. We provide a full range of production, ticketing, marketing and audience services so our client companies can concentrate on their shows. Our three hundred-plus volunteers give many thousands of hours every year to help bring amazing audiences to amazing shows.

About This Role

This is an opportunity for a flexible, experienced venue professional to be part of the Mountain View Center for the Performing Arts' Team to provide patron services and customer service for well over 400 events that take place each year. The detailed job description is available [here](#).

What You Bring

- Two years of full-time equivalent experience in an arts facility specializing in the area of audience services, ticket services, or technical services.
- Equivalent completion of the 12th grade.

Bonus Points!

- Experience supervising the work of hourly and volunteer staff.
- College coursework in a related field.
- Experience with Customer Relationship Management (CRM) database management and/or computerized ticketing procedures.

What You'll Do

- Supervise front-of-house operations, including recruit, train, schedule, and evaluate the part-time house management staff and Volunteer Usher Program.
- Maintain volunteer database and lost-and-found program.
- Work alongside Performing Arts Assistant/Ticketing Services Manager to assist in customer service training and scheduling of part-time box-office staff.
- Work with clientele and their front-of-house needs to ensure the best patron experience within the standard operational procedures of the Center.

Who You Are

- **Friendly and approachable** in a variety of settings such as a busy lobby event or a client's board room.
- Open and appreciative of all types of performance and the cultural value they bring to community.
- **Passionate** about providing excellent customer service and belief that everyone deserves the best you have to offer.
- **Knowledgeable** of standard performing arts front-of-house operating procedures.
- Excellent communicator with the ability to meet effectively with patrons, renters, City staff and volunteers.
- Comfortable learning current protocols, ability to understand and execute Center policies and procedures, as well as suggest process improvements where necessary.
- Can balance priorities and find the line between "The Show Must Go On" and "We Can't Possibly Do That."
- **Safety-oriented** and **organized** when working in both backstage and front-of-house functions.
- Believe in the City's organizational values for **integrity, transparency and exceptional service**.
- Able to work a flexible schedule, including evenings, weekends and off-hour schedules as needed.

What We Offer

- Comprehensive benefits package including generous paid leave and health.
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction.
- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree.
- Employee appreciation days and activities.

- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution or \$20/month City contribution for bicycle commute expenses.
- Wellness culture including access to the employee gym and incentive pay for participating in the City's wellness program.

Are You Ready? Apply.

Submit your application and resume online at www.calopps.org or to the Human Resources Division; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials must be received by **Friday, May 5, 2017 at 5:00 p.m. P.S.T.** The most appropriately qualified candidates will be invited to an oral board interview and practical assessment. The first round of interviews may be conducted via Skype. Depending on the number of applicants, this process may be altered. Qualified candidates are encouraged to apply early!

Fine Print.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully complete a pre-employment process, including employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

**CITY OF MOUNTAIN VIEW
PATRON SERVICES MANAGER
(PERFORMING ARTS ASSISTANT)
SUPPLEMENTAL QUESTIONNAIRE**

1. Provide an example of how you delivered excellent customer service to a patron, or group of patrons, in the past.
2. Describe your experience supervising the work of hourly and volunteer staff.
3. Describe in detail your experience with Customer Relationship Management (CRM) databases.