



Position Announcement  
**Patron Services Manager**  
**Midland Center for the Arts**  
**Midland, MI**

**Position Concept:** Under the supervision of VP of Operations & Guest Experience, this full time exempt position is responsible for management and oversight of Visitor Services functions including House Services, Center Hospitality LLC, and Facilities Rentals/Usage to ensure efficient, cost effective, quality service is provided. The position is responsible for shaping, implementing and maintaining excellent service and safety standards for all internal and external stakeholders.

Principal Duties and Responsibilities:

Overall this role is highly visible and is a key staff leader in providing excellent service to all guests and facility users. The position also has regular interaction and communication with internal departments across the organization to accomplish organizational objectives.

**Guest Services/House Services**

- Oversee the management of Front of House Services with the assistance of part-time House Managers to ensure safety, security and better than industry standard service
- Maintains an excellent working knowledge and can be conversant on all aspects of programming at the Center
- Provides strategic direction of department structure and operating standards
- Familiarity with guest services daily activities in order to provide effective management and leadership.
- Attends performances, fostering guest relations and ensuring excellence in service and safety standards.
- Maintains master calendar of facility usage and communicates effectively in order to ensure staffing for optimal customer service and cost effectiveness.
- Oversight of facility ambiance and organization during key times.
- Analyze, evaluate and improve service and safety standards on a regular basis to enhance institutional brand.

**Center Hospitality LLC/Facilities Usage**

- Oversee the management of all aspects of Center Hospitality LLC operations with the assistance of the Food and Beverage Manager
- Oversee the management of the usage of the Center's facilities by facility users and community partners with the assistance of assigned staff in order to achieve a seamless process and excellent service across departments

- Provides leadership, direction and action to event sales team members. Ensuring quick responses to facility use requests and client proposals.

### **Team Membership**

- Leads departmental staff meetings.
- Participate in Audience Development and marketing meetings as needed.
- Provides support and direction for committees/teams and participates in Center management teams as requested.

### **Managing Key Relationships**

- Ensures effective communications with Hospitality and House Service teams in order for them to be effective and efficient in their roles.
- Ensure customer service *Standards of Excellence* in all Visitor Services areas
- Work with marketing team and program directors to enhance visitor experience,

### **Revenue Generation**

- Establish sales goals for rentals, and hospitality and develops strategies with key managers for accomplishment of these goals
- Daily oversight and tracking of revenue and sales goals for rentals and hospitality.

### **Expense Management**

- Manages expenses on a day to day basis and identifies cost reduction and increased efficiency opportunities and makes recommendations to leadership team.
- Manage Visitor Services departments based on Annual Budget with an eye towards efficiencies and cost effectiveness.

### **REQUIRED QUALIFICATIONS/EDUCATION:**

- College Degree, Theatre major a bonus
- Good supervisory skills and capable of working within a team environment
- Highly motivated to provide a quality guest experience
- Excellent verbal and written communication skills.
- Must be self-starter who can work independently.
- Must be well organized, able to handle multiple tasks simultaneously with excellent problem solving skills
- Ability to prioritize, identify critical issues and work towards results
- Ability to work in a fast paced and high pressure environment
- Friendly, outgoing with great customer service skills a must.
- Proficiency with computers

### **Availability/Hours**

- Must be available to work a very flexible schedule including weekdays, weekends, daytime into evening based on the events scheduled.

### **Our culture at the Center is that every day and in every way we commit to:**

- Delivering WOW Service
- Performing our Personal Best
- Creating Open and Honest Relationships
- Embracing Change Through Creativity

- Creating a Positive Team Environment
- Escaping the Ordinary

**To meet these goals, we expect Guest Services Team Members to:**

- Commit to achieving the highest quality customer service possible.
  - Maintain ongoing, timely and positive communication and information sharing with all team members.
  - Ensure that all guests have a safe, enjoyable and rewarding experience.
- Contribute new ideas, and solutions to challenges in team meetings.
- Engage in ongoing self-review and process improvement.

**Application:**

Email Cover Letter and Resumé to: [siegmund@midlandcenter.org](mailto:siegmund@midlandcenter.org)

Tina Siegmund

HR, Payroll & Benefits manager

Deadline: Open Until Filled