

Company:

North Carolina Stage Company

Position:

Audience Relations Assistant

Reports to: Marketing & Communications Director

Status: Part-Time, Non-Exempt

Weekly Hours: 20 - 28 hours a week

Pay Rate: \$17/hour

Company Overview:

North Carolina Stage Company is a vibrant and dynamic, 501(c)3 non-profit professional theatre located in the heart of downtown Asheville, NC. The mission of NC Stage is to connect people to plays that illuminate the shared human experience. We are committed to producing quality live theatrical productions that engage and inspire our community. As we continue to grow and thrive, we are seeking a motivated and organized Audience Relations Assistant to join our team.

Position Overview:

As the Audience Relations Assistant at NC Stage, you will play a pivotal role in supporting the daily operations of the theatre. This multifaceted position requires an individual with strong organizational skills, excellent attention to detail, and a passion for delivering top-notch customer service. Your responsibilities will encompass a range of tasks necessary to assist with the operations of a small performance company. Activities will include support for front of house, performance events, audience engagement, and general administration. The position does require some evening and weekend hours based on the production, rental, and special event schedule.

Key Responsibilities:

1. **Customer Service:** Deliver exceptional customer service to patrons, community partners, and visiting guests by addressing inquiries, transferring calls, and resolving issues with professionalism and courtesy.
2. **Ticketing & Sales:** Process ticket orders, group sales, and handle customer inquiries over the phone, email, and in person. In coordination with the Marketing & Communications Director, support sales and correspondence for annual raffles.
3. **Scheduling:** Assist in scheduling Front of House staff and volunteer ushers for performances, special events, and rentals.
4. **Events:** Ensuring Front of House teams have the information and supplies they need for supporting productions, rentals, and special events; in coordination with the NC Stage team, be a staff presence as needed to support safety protocols, house management, box office, or concessions.
5. **Audience Engagement:** Assist in organizing special events, promotions, audience engagement activities, and content creation to foster connection between the theatre and our audience.

6. Inventory & Data Entry: Maintain Front of House supplies and concessions inventory, place orders, and support the point-of-sale systems for Front of House. Regularly update and help maintain accuracy of patron and donor databases.
7. Accessibility: Work with the team to increase accessibility services for the audience experience.
8. Other administrative duties as assigned.

Qualifications:

- Previous customer service experience.
- Strong organizational and time-management skills.
- Excellent and courteous interpersonal and communication skills over the telephone, in person, and on email, with a variety of ages and technical abilities.
- Passion for building community relationships.
- Basic knowledge of and/or willingness to learn and work with Microsoft Office, Dropbox, and Google Drive.
- Detail-oriented with a commitment to accuracy.
- Knowledge of ticketing systems and POS software is a plus.
- Familiarity with social media platforms and database management.
- Enthusiasm for the performing arts and a dedication to fostering a positive theater experience for our patrons. Previous arts experience a plus but not required.

How to Apply:

If you are a dedicated and motivated individual who is excited to be a part of creating a welcoming theatre experience in Asheville, please send your resume and a cover letter outlining your qualifications and relevant experience to ncstage@ncstage.org with the subject line "Audience Relations - [Your Name]." Applications will be accepted through February 10, 2025. North Carolina Stage Company is an equal opportunity employer and believes our administrative and artistic teams should reflect the diversity of our community. All qualified individuals are encouraged to apply.

Application Deadline: February 10, 2025

Potential Start Date: February 24, 2025

Location: 15 Stage Lane, Asheville, NC.

Email: ncstage@ncstage.org

Website: www.ncstage.org