REPORTS TO: Director of Marketing and Communications

THE OPPORTUNITY:

As part of a reconfiguration of MTC’s marketing team, Metro Theater Company is seeking a talented team member with an enthusiasm for theater, education, and customer service to join our team in a seasonal role, from August 15, 2023 – March 15, 2024.

As St. Louis’s longest-running professional theater company devoted solely to theater for youth and families, MTC creates programs on stage and in schools that have an outsized impact on the future of children in our region – empowering them to reach their full potential, providing them with opportunities to build empathy, and inspiring each of them to discover their own unique voice.

This role primarily works regular office hours, while being present in person at student matinees and occasional school touring venues to support the needs of young people and teachers experiencing MTC’s programs. Occasional evening and weekend responsibilities may be connected to public performances, special events, board meetings, or PTA/school board meetings. Total compensation for the 7-month contract is $21,000, or $3,000 monthly, including a package that includes access during the duration of the contract to MTC’s medical insurance plan (MTC pays 80%, employee pays 20%), dental and vision plans, and a match of up to 3% of salary towards employee contributions to a SIMPLE IRA retirement fund. Flexible work schedule available. MTC is committed to long-term pathways for professional growth for the entire MTC team and provides access to ongoing professional development opportunities through local and national partners for all staff.

The intended start date for this position is August 15.

BROAD FUNCTION:

Participate as a key public-facing member of MTC’s team, supporting institutional bookings of school programs (field trips, touring productions, and education programs) and individual ticket purchases for public performances. In partnership with the marketing, development, and education teams, ensure that all patrons receive a standard of service that reflects MTC’s values of inclusion, equity, and respect. To underpin the success of this work, this role will also play a key role in managing and maintaining MTC’s audience database. As a key community-focused team member, a portion of the role is also committed to development opportunities tied to community partners.

SPECIFIC DUTIES:

Institutional Bookings

- In partnership with the Director of Marketing and Communications, develop and manage the annual sales strategy for institutional bookings for student matinees, school touring, and arts integrated curricular programs. Campaigns may include email blasts, phone campaigns, one-on-one meetings, promotional events, and any other tactic that may be beneficial to grow engagement and interest.
- In partnership with the education and marketing teams, help identify new institutional partners (schools, districts, community organizations, etc.) who may be interested in receiving MTC programs to support
their needs and goals. This may include specialized group sales for public performances based on the thematic content of a production.

- Identify any creative design needs required to support institutional bookings and coordinate with Admin and Operations Manager to ensure timely delivery by MTC Graphic Designer.
- Maintain an in-bound booking inquiry form and provide consistent follow up for all booking inquiries.
- Make outbound contact by phone or email with prospective booking partners.
- Traffic all letters of agreements, contracts, education guides, and follow up satisfaction surveys with all booking partners in conjunction with a booked program or event in a timely manner.
- Support a select number of classrooms who may receive a pre-performance visit from a volunteer MTC school ambassador, facilitating schedules and contact info with MTC volunteers.
- Ensure all institutional booking partners are greeted at performances and receive excellent customer service for their groups at performances.
- In partnership with the Individual Support and Events Manager, ensure that all ticket underwriting is properly tracked and that underwriters receive reports of the impact of their funding on the patrons they helped experience theater.
- Serve as primary liaison to the Des Lee Collaborative Vision.

Customer Service and Ticketing

- Provide back up box office support at in-person live performances as necessary.
- Provide primary phone and email sales support for all performances that MTC tickets directly in advance of performances beginning.
- Provide back up phone and email sales support for all performances that MTC tickets once the production’s run has begun and that production’s box office manager is on contract.
- Verify that all promotional codes needed are set up and function properly in MTC’s ticketing software.
- Review, adapt, and improve MTC standards of service for all patron experiences in an on-going manner.

Database Management

- In partnership with key staff stakeholders, develop and support systems that improve clear access to data across education, bookings, marketing, and finance.
- Ensure all institutional booking records are properly tracked in MTC’s database, updating contact information and merging duplicate records where necessary.
- Ensure actual attendance information is tracked against booked attendance information for all school matinee performances, school tours, or virtual field trips, updating MTC’s Every Child Initiative tracker on a regular basis.
- Through regular check-ins with the Accounting Manager, ensure that MTC’s finance records accurately reflect payment of invoices and pending accounts receivable throughout the year.
- Provide consistent reporting on all institutional bookings for scheduling purposes (to production and artistic), for grant purposes (to development), and for financial reconciliation and royalties purposes (to finance).
- Review, adapt, and improve MTC data processes in an on-going manner.

Community Support and Partnership

- Nurture relationships with individual schools and district partners in support of education, community engagement, and marketing initiatives, through appearances or presentations at schools, school boards, PTAs, or other applicable meetings and events.
• Deepen relationships with small businesses and other prospective entities that may donate to MTC’s annual silent/virtual auction or may be site for materials distribution of posters or postcards.
• Coordinate receipt/pick up of all silent auction items for MTC’s annual holiday fundraiser.
• Facilitate documentation of all silent auction items received to build an annual digital auction catalogue and to ensure all donors receive in-kind tax acknowledgement letters from the Admin and Operations Manager.
• Provide support to the Individual Support and Events Manager for all ‘surprise and delight’ patron experiences during live performances.
• Maintain digital monitoring of key donors for ‘surprise and delight’ stewardship.
• Coordinate with the Admin and Operations Manager and contract Graphic Designer to support select design projects, including digital media assets, advertisements, flyers, etc.
• Provide support to Admin and Operations Manager in executing development mailings – i.e., gala invitations, tax letters, solicitation letters, etc.

**DESIRED SKILLS AND EXPERIENCE:**

- Enthusiasm for the power of theater and its ability to impact the lives of young people;
- Excellent customer service skills;
- Solution-oriented thinking and problem-solving skills;
- Ability to work in the MTC offices, remotely, or on location in meetings at schools;
- Familiarity with databases or CRM systems a plus;
- Familiarity with graphic design software, including Adobe suite and Canva, a significant plus;
- Conversational knowledge of Spanish a plus;
- Willingness to participate in ongoing professional development opportunities;
- Ability to show initiative and work independently as well as part of a collaborative team.

At Metro Theater, we are committed to providing an environment of both fun and mutual respect, in which equal employment opportunities are available to all applicants without regard to race, color, religion, age, gender identity, gender expression, sexual orientation, national origin, physical and mental disability, marital status, pregnancy, military and veteran status, or any other characteristic protected by law. MTC believes that diversity and inclusion in our staff and on our stage is critical to our success in the workplace and across our community, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

**APPLICATION INSTRUCTIONS:**

Applications for this position will be accepted until the position is filled. Please submit a resume and a brief statement that speaks to what excites you about taking on this role, as well as your approach to equity, diversity, and inclusion as relates to this position. EDI is an important part of MTC’s values, and we ask you to share ways you have brought or hope to bring a commitment to EDI to your work.

*No “cover letters” necessary.* While we ask that resumes be submitted in written form, we invite applicants to submit their statement via a written document, an audio file, or an attachment of or a link to a video recording – whatever form best supports your self-expression to introduce you to us.

Please submit a resume and your statement to community@metroplays.org with the subject “COMMUNITY SUPPORT AND SCHOOL BOOKINGS SPECIALIST” to apply.