

POSITION ANNOUNCEMENT:



AUDIENCE SERVICES ASSOCIATE

POST DATE: August 8, 2025

STATUS: Part-time, permanent, non-exempt

SALARY: \$26/hour, 30 hours per week

Ars Nova seeks a dynamic people-connector, audience steward and thoughtful communicator to join us as our Audience Services Associate. The Audience Services Associate is the consummate host for the Ars Nova party, inviting in audience members at each step in their journey, from point-of-sale, to the in-person theater experience inside our 54th Street home.

ABOUT ARS NOVA

Ars Nova exists to discover, develop and launch singular theater, comedy and music artists who are in the early stages of their careers. We are the stomping ground and launching pad for visionary and adventurous artists to create new work. We strive to build the next generation of audiences for live entertainment by prioritizing a zeitgeist-forward aesthetic and marrying it with accessible ticket prices. We are committed to creating a collaborative and innovative environment that champions diverse voices and groundbreaking new work.

Some of our recent highly recognized work includes: the NY Times', NYMag, and New Yorker "Best of 2022" *Oratorio for Living Things*; the Lortel Award-winning "Outstanding Musicals" (*pray*), *Rags Parkland Sings the Songs of the Future* and *KPOP*, which transferred to Broadway in 2022; and the Tony Award-winning smash-hit *Natasha, Pierre & The Great Comet of 1812*.

Ars Nova recognizes both that it is a predominantly white institution and that our institutional practices have historically led to the exclusion of people of the Global Majority from our team. We are actively working to become a more diverse, anti-racist, inclusive organization. We hope candidates of the Global Majority will accept our invitation to apply.

KEY PURPOSE OF POSITION/GOALS

The Audience Services Associate, will help create and maintain a welcoming environment for audience members attending all events at our flagship venue. Reporting to the Head of Facility Operations Ryan James Monroe, the Audience Services Associate will manage all aspects of the audience's experience from the ticketing pathway, their active engagement upon entering the building and their connection with the artists throughout the events. The Audience Services Associate, alongside a team of part-time substitute house managers, will oversee all of the

front-of-house operations including but not limited to supervising the part-time box office, ushers and bar staff and ensuring a safe environment, in all the ways. They will also cultivate greater equity and inclusion in the audience experience by prioritizing accessibility needs and a sense of belonging and integrity for Front-of-House staff.

SPECIFIC RESPONSIBILITIES AND COMPETENCIES

The responsibilities, competencies and expectations outlined below are representative and may shift as needed to best align with organizational priorities.

- **Managing and leading all ticketing, front-of-house and Bars Nova operations** for Ars Nova programming and third-party rentals at our 54th Street home, including House Managing up to 4 performances a week;
 - **Hiring, training, mentoring and supervising front-of-house staff** including ushers, box officers, and bartenders;
 - **Supervising Substitute House Managers**, and partner with them to execute at a top-level and be your eyes-and-ears when you are not around;
 - **Managing all scheduling and payroll for front-of-house staff for shows** at 54th Street, collaborating with the Head of Greenwich House Operations to coordinate the management of a shared staff that flexes between venues;
 - **Ensuring house reports for all events** and any other incident reports are distributed in a timely manner, followed-up on and filed appropriately;
 - **Creating and ongoing execution of a fire and non-fire emergency plan** at 54th Street, in close collaboration with Head of Facility Operations, including but not limited to front-of-house staff training and bi-yearly drills.
 - **Managing all ticketing through Patron Manager/Salesforce**, including building ticket sales and maintaining all prescribed prices, ticket types and offers for all performances; pulling accurate daily, weekly and seasonal sales reports and reconciliation; maintaining an accurate database of events; and managing inventory for Ars Nova programming and rentals at 54th Street, in collaboration with Ars Nova's GM Team and Chief of Staff to manage ticket holds across various teams;
 - **Ordering and maintaining all supplies and inventory for front-of-house operations and Bars Nova**, our in-house source for pre-show libations and refreshments;
 - **Budgeting and expense tracking, including bi-weekly reconciliations** for all front-of-house operations and Bars Nova concessions;
 - **Maintaining the overall appearance of the lobby** and other event spaces at Ars Nova that supports an audience
 - Ensuring we are meeting accessibility and safety needs, and that we are prioritizing an environment of belonging and integrity in our FOH staff, to **make sure everyone feels truly welcome at the theater.**
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IDEAL CANDIDATE

ABOUT YOU

- You have experience working in **front-of-house management and ticketing**;

- You have a **passion for theater**, for artists of all stripes, and love connecting communities to each other and to live entertainment;
- **You are a skillful party host**, and the type of person who wants to welcome folks in, fix them a plate, freshen their drink, and introduce them to someone they'd really hit it off with;
- You are **detail-oriented and highly organized** - you love a list! Your inbox is filed, color-coded and has zero unread messages. You remember how your best friend's mom takes her coffee!
- **You are a self-starter, level-headed and even-keeled** and can work independently at a high-level, while flagging needs and concerns in a timely manner when needed;
- **You have a high level of standards for customer service, facility aesthetics, and professionalism**—and can motivate and guide others to meet that bar;
- You **have a flexible schedule** - and are able to flex your weekly routine around a changing performance calendar;
- You **share our commitment to anti-racism and creating and maintaining an inclusive environment**, someone who can balance taking care of the people currently in the room, and imagining who isn't in the room – are excited about joining our efforts to make Ars Nova a more just and equitable place to work and make work, and have the ability to interact effectively with people of different cultures and socio-economic backgrounds.

BONUS IF

- You have experience with Patron Manager, or a similar ticketing CRM;
- You have experience with Asana, or a similar project management software;
- You have experience managing and leading teams (an interest in mentorship and staff professional development a plus).
- You bring joy and humor to your work environments.

We know there are candidates who may not have all of the qualifications listed above but possess intuitive knowledge or other transferable skills. If that's you, don't hesitate to apply and tell us about yourself.

AN EXCEPTIONAL OPPORTUNITY:

This is a part-time, permanent, non-exempt position with an hourly rate of \$26. Ars Nova aims to compensate fairly and competitively within the not-for-profit entertainment industry, and on a transparent level salary system within the organization. Our most recent Fair Pay Guidelines are available [HERE](#).

Ars Nova is based in NYC, and this position will require regular onsite, in-person activity (including some evenings, weekends and holidays), so the applicant should intend to reside in the greater NYC area. This position is primarily based out of Ars Nova's building at 511 West 54th St. Hybrid work is possible to some extent, depending on programming schedule and can be discussed during the interview process; however, this role should expect to regularly work in person.

APPLICATION INSTRUCTIONS:

Please submit a resume and a personal statement. Ditch the “cover letter” and speak from the heart about what excites you about this job opportunity. While we ask that resumes be submitted in written form, we invite applicants to submit their personal statement via a written piece, audio or video recording – whatever form best supports your self-expression.

APPLY HERE:

<https://form.asana.com/?k=n90takd444GcAhTZJ1Vo5Q&d=75190075101323>

HIRING PROCESS:

Applications will be accepted and reviewed on a rolling basis through August 24. Advancing candidates will be invited to a first round interview with Ars Nova’s Head of Facility Operations Ryan James Monroe. Second round interviews will be conducted in-person at Ars Nova and will include Ars Nova’s General Manager Alma Malabanan-McGrath, and finalists may be asked to meet with additional Ars Nova staff members as needed. References will then be checked and an offer is expected to be made in September 2025, with a start date soon thereafter.