



2021 Reservation Manager

Seasonal / Part Time

Organizational Profile

Founded in 1938, Stern Grove Festival is an admission-free summer performing arts festival in San Francisco. Now entering its 84th season, the Festival draws 75,000 people during its ten-week series of world class performances in the outdoor setting of Sigmund Stern Grove. Past seasons have included performing artists from around the world, including San Francisco Symphony, Diana Krall, Los Lobos, Smokey Robinson, Ziggy Marley, San Francisco Opera, Lucinda Williams, and Allen Stone.

Reporting Relationships

The Reservation Manager reports directly to the Director of Operations. The Reservation Manager works closely with the Director of Marketing (weekly) and Safety Manager (day of show). In addition the Reservation Manager works with the Perimeter and House Managers, Security, and Operations Staff designated to the Safety and Perimeter Teams.

Position Description

The Stern Grove Festival Reservation Manager will be responsible for development, implementation, and management of the reservation system.

Before the season this includes building all events in the Eventbrite platform by inputting accurate concert information, artist images, allotments for each subset of reservations (general public, ADA, senior, guest comps, etc.), setting the correct concert dates/times and publishing dates/times. The Reservations Manager will work closely with the Director of Marketing to provide links to each concert for use on our website and other collateral, and to ensure the accuracy of the information entered into Eventbrite.

Weekly; The Reservation Manager will be responsible for monitoring the reservation system, responding to inquiries via platform and phone, preparing print-outs of attendees for each show, and other duties pertaining to box office/reservations management in preparation for each concert.

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On Concert Sundays the Reservation Manager will work closely with the Safety and Perimeter Managers to ensure smooth patron processing at the Entrances. The Reservation Manager will be responsible for the orientation, training, and management of Operations Staff assigned to the Safety Team conducting reservation check-in's. This includes communicating with the Director of Operations and House Manager to provide updates on patron arrival as well as trouble-shooting and making high-level decisions to anticipate and counter any issues with the check-in process.

General Duties

- Manage all aspects of our reservation system in Eventbrite; create, build, and set publish dates for each concert
- Coordinate with the Director of Marketing to ensure accuracy of all info connected to each concert
- Manage each release of reservations and respond and resolve patron questions to ensure a smooth pre-show process
- Monitor activity to keep staff informed of events that are nearing capacity or are sold out both before and during the show.
- Attend weekly staff meetings to disseminate information to relevant staff and make final preparations for each concert
- On concert mornings, boot-up and run systems test on Ipads to confirm Eventbrite is working and the devices are ready for deployment at Entrances
- Deliver reservation updates during Security meeting and through-out the day
- Orient, train, and support Operations Staff who are conducting reservation check-ins. This includes traveling to each entrance to ensure all staff and equipment are ready to process patrons.
- Respond with a quick-ness to issues that arise during the reservation processing and create solutions that maintain control of the process and ensure smooth patron arrival.
- Understand when to go to your supervisor for help and be ready to communicate that need if necessary.
- Work to shut down the reservation system when new-entry is closed. To be determined; but more than likely 30 minutes before the end of the show.
- Create a report on each concert with all reservation metrics to further refine system



Experience and Skills Required

- 1-2 years box office/ticketing/reservation experience
- Thorough knowledge of Eventbrite platform is ideal, training will be provided if needed
- Working knowledge of box office best practices
- Excellent communication skills and collaborative work ethic
- Experience providing exemplary customer service and ability to handle stressful situations with diplomacy and tact
- Ability to judge rapidly changing conditions and make quick decisions while adhering to SGFA guidelines
- Ability to maintain self-assurance and level-headedness at all times and know when to turn to a supervisor if you cannot perform the job duties
- Have a great sense of humor and maintain dedication to SGFA mission

Physical Requirements

- Able to lift/carry 50lbs
- Able to experience periods of extended standing, employees must be able to remain on their feet in a stationary position.
- Able to walk and climb considerable distances including on the hillside during the course of a work day.
- Grasp, lift, carry, push and pull heavy objects such as barricades, fencing, and carts.
- Stooping, crouching and kneeling is needed to place signage throughout the grove
- Listening and speaking ability is required. In a typical work day the employee will be interacting with large groups of people and they must have the ability to hear and clearly express their ideas with spoken words.

Work Environment / Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is regularly required to sit and stand; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk or hear. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate. Occasionally sound levels may exceed 100 db. All efforts will be made to protect employee's hearing.

The above statements are intended to describe the general nature and level of work performed by the incumbent in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills.

Locations

- 1) Work from Home: Zoom video conferences as needed
- 2) Venue: Sigmund Stern Grove, 19th Avenue and Sloat Boulevard, San Francisco CA 94132
- 3) SGFA Office: 832 Folsom Street Suite 1000, San Francisco, CA 94107

Work Period and Hours

- Must be available every Sunday from June 6 - August 29th, 2021 (except Aug 22)
- Must be available Saturday afternoons June 19 and June 26, 2021
- **8 hours** season advancement per week
- **16-20 hours** weekly advance and onsite venue work from June - August

Compensation

Commensurate with experience.

Note on COVID-19 Pandemic

For the protection of its employees and patrons, Stern Grove Festival Association may require its employees to wear masks and to provide proof of vaccination or a recent, negative, COVID-19 test as a condition of employment. Your continued participation in this recruitment affirms that you are aware and agree with this notice.

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How to Apply

[CLICK HERE](#)

Email:

If you have any questions, please email jobs@sterngrove.org

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