

Head of Patron Services

Full-time

Salary: \$50,000-60,000

Minnesota Masterpiece Hall seeks a **Head of Patron Services** to manage all aspects of Front of House including training and supervising welcome-desk staff, ushers, docents, and volunteers. This person will serve as house and box office manager for all concerts and events as well as manage the ticketing system and POS software for all sales. All full-time staff will occasionally share duties and help out as needed.

Duties and Responsibilities

- Manage all aspects of Front of House
- Serve as Box Office and House Manager for all concerts and events
- Work regular shifts at the Welcome Desk
- Recruit, train, schedule, and supervise Welcome Desk staff and ushers
- Manage volunteers
- Manage all aspects of AudienceView Professional ticketing software
- Manage POS system for gift shop sales
- Prepare daily sales reports
- Coordinate concert merchandise sales

Minimum Qualifications

- Bachelor's degree in an arts related field preferred
- Extensive experience in patron services roles preferably with an emphasis in box office sales
- Experience successfully engaging with the public
- Financial management experience
- Ability to work well under pressure with a calm demeanor
- Ability to lead, cultivate, and steward positive team relations throughout the organization
- Ability to work independently, as well as within a team
- Exceptional organizational abilities with impeccable attention to detail
- Excellent verbal and written communication skills
- Exhibits empathy and respect for all individuals
- Highest degree of personal ethics, integrity, and ability to treat all information with appropriate levels of confidentiality
- A lifelong learner, who is inquisitive and solves problems with entrepreneurial and innovative thinking

Licenses and Certifications

- Valid driver's license with clean driving record

Work Environment

- Work will be performed in an office environment and other locations throughout the building
- Working weekends is required and some overnight travel may be necessary

Salary and Benefits

- Competitive salary and employer-provided medical and retirement benefits

Application Deadline

- October 25, 2026

How to Apply

Submit a Letter of Application (required) and Resume to: **HIRING@MNMasterpiecehall.org**

About Minnesota Masterpiece Hall

Minnesota Masterpiece Hall was founded in 2022 to enhance arts and culture while generating economic development for Winona and the Southeast Minnesota area. Currently under construction, Masterpiece Hall will showcase a specially curated collection of masterwork paintings and present the world's most celebrated concert artists in performance. Integral to the mission and core values, visionary educational programs will inspire learners of all ages.

All offers of employment are contingent on your successful completion of a confidentiality agreement. In addition, you will need to provide proper identification verifying your eligibility to work in the United States.