

Director of Client Services



Department: Events Management

Division: Operations

Reports To: Vice President of Operations

Classification: Full-time, non-exempt

Salary Range: \$47,000-\$54,000

Work Schedule: Variable; includes evenings and weekends as required for event coverage

Position Summary

The Director of Client Services is responsible for the **active acquisition, booking, planning, contractual management, and financial reconciliation** of all rental and institutional events across multiple performing arts venues and event spaces including Resident Performing Companies, community renters, corporate events, public rentals, and weddings. This role serves as the primary outward-facing representative for venue rentals and partnerships and ensures that client intent, financial expectations, accessibility needs, and room setups are clearly defined, managed, and communicated to for successful event and production execution. Responsible for seamless coordination between clients and internal teams, and close collaboration with the event management and technical production teams, this role must consistently deliver exceptional event and client experiences. This position operates in close collaboration with the Associate Director of Guest Experience, with shared accountability for event success, client communication, and institutional reputation.

Key Responsibilities

Event Sales, Booking, and Market Development

- Drive event sales, partnerships, and venue rental bookings by working with repeat rental clients, tourism organizations, educational institutions, and public entities to secure rentals across multiple spaces
- Work collaboratively with tourism organizations, civic and public entities, educational institutions, and community partners to attract and book a wide variety of activities
- Conduct site tours and consultations for prospective clients
- Maintain relationships with past and prospective renters and partners
- Manage booking priorities and strategic use of venues to maximize activity and revenue
- Own and execute rental marketing strategy in coordination with Marketing and Communications staff
- Manage and track rental leads, conversions, booking pipelines, and post-event client surveys
- Communicate venue availability and open dates to the community
- Maintain national industry connections to inform process improvement and maintain best practices

Contracts, Estimates, and Financial Management

- Prepare, issue, and manage rental estimates, license contracts and amendments, reconciliations, event invoices

- Track projected vs. actual event costs in collaboration with the Associate Director of Guest Experience
- Own post-event financial reconciliation and reporting
- Serve as primary liaison with Finance for event billing
- Present discounts for approval by the Vice President of Operations
- Collaborate with the Associate Director of Guest Experience and the Senior Director of Production Operations to review and approve all added services prior to confirming changes with clients

Advance Planning and Event Documentation

- Lead advance planning with clients for all events, including: event scope and schedules, front-of-house expectations, accessibility requirements, and scheduling of venue logistics meetings with clients and the internal team.
- Gather, confirm, and document room setups, layouts, furnishings, and equipment requests Disseminate setup and layout information clearly and in a timely manner to the Associate Director of Guest Experience to support staffing and logistics planning
- Produce and distribute event briefs and advance documentation to internal stakeholders and teams
- Schedule venue access credentials for licensee access to rented spaces for events and performances.
- Share leadership responsibility with the internal team for institutional signature events and festivals, including planning, coordination, budgeting, and post-event evaluation

Accessibility Planning

- Gather and document client accessibility needs during the planning phase
- Ensure accessibility requirements are accurately communicated to the Associate Director of Guest Experience, and the internal events team for on-site and day-of delivery
- Evaluate, maintain, and update accessibility services procedures and documents and in collaboration with the COO, marketing team, communications team, and box office team, ensure all publicly published information meets community needs and is accurate.

Staff and Volunteer Recognition

- Schedule, manage, coordinate, and execute annual part-time staff and volunteer appreciation events and awards in collaboration with the Associate Director of Guest Experience
- Maintain ongoing expressions of gratitude, including handwritten communications and acknowledgments to volunteers, staff, and community licensees in conjunction with other organizational relationship cultivation efforts and in collaboration with the Associate Director of Guest Experience.

Event Coverage

- On a monthly basis, and at needed surge event times, rotate into the FOH event staffing, serving as Front-of-House House Manager on Duty or Event Manager to regularly evaluate the ongoing execution of the events department's standard operating procedures.

- Maintain strong situational awareness of on-site operations and guest experience realities, as well as leadership presence during events

Collaboration and Communication

- Maintain continuous collaboration with the Associate Director of Guest Experience and the Senior Director of Production Operations to align financial, logistical, and staffing requirements
- Participate in regular planning and coordination meetings
- Share responsibility for timely, accurate client communication and service recovery

Qualifications

- Bachelor's degree or equivalent professional experience
- Minimum of 3 years of experience in event sales, event management, relationship management, or venue operations
- Demonstrated success in sales, negotiation, and client relationship development Strong written and verbal communication skills
- High attention to detail and financial literacy
- Ability to manage multiple projects and deadlines simultaneously
- Ability to work evenings and weekends as required

Physical Requirements

- Ability to move throughout multiple venues and to stand for extended periods during events
- Ability to lift up to 50 lbs with assistance as needed
- Ability to respond and make mission critical decisions in the moment quickly and professionally in live-event environments

Skills Requirements

The ideal Director of Client Services demonstrates strong situational judgment under pressure, systems thinking, adaptability, and a deep sense of accountability, while leading with collaborative authority and clear communication across clients and internal departments. They balance professionalism and diplomacy with operational decisiveness, effectively managing expectations, cross-functional coordination, and real-time event demands. This role upholds high standards of integrity, discretion, visibility, and time stewardship, while maintaining an equity-minded, inclusive service approach. With a people-centered leadership style, they motivate diverse teams, assess risk and safety proactively, and ensure consistent, accessible, and welcoming client experiences. Their hands-on approach is grounded in organizational rigor, professional persistence, and resilience, enabling them to maintain composure and uphold service excellence in fast-paced, high-pressure live event environments, which are foundational for success in a highly collaborative, live-event environment.

To Apply

Submit your cover letter and resume to Vice President of Operations, Miriam Morgan, at mmorgan@artsunited.org.