



Executive Assistant / Guest Experience Manager

Full Time with benefits / \$35,500 salary non-exempt (eligible for blended overtime)

Executive Assistance (estimated 20% of work time)

- Book DPAC staff travel and local hotel arrangements for visiting Executives
- Maintain barter logs for key travel and hospitality trade accounts including Delta Airlines, Nana Steak restaurant and the Aloft Hotel.
- Process, then deliver or arrange delivery of VIP tickets for clients, political contacts, and other key stakeholders
- Process approvals of tickets orders and requests from other departments
- Respond to occasional calls, emails and other requests for information
- Manage submission of department reports for weekly Executive Report to Nederlander / PFM
- Coordinate calendar of General Manager

Guest Experience Management (estimated 70% of work time)

- Manage and review up to 40,000 guest surveys per year
- Respond to actionable feedback, distribute feedback and reports to DPAC Department Heads for follow-up
- Interact with DPAC guests concerning feedback and complaints
- Coordinate third party Secret Shopper program
- Conduct two in-person secret shopper visits to events per month
- Prepare and send *Know Before You Go* emails to ticket buyers before all DPAC events
- Manage ongoing catalog of complaint response scripts
- Conduct monthly survey review meeting with key DPAC departments to review most recent Broadway surveys
- Develop and update Guest Experience content on DPAC's website on an ongoing basis

Special Projects (estimated 10% of work time):

- Prepare special reports and Power Point presentations for key DPAC stakeholders
- Review and consolidate data on a wide variety of topics for special proposals or new business initiatives using Excel and other software tools
- Coordinate hospitality and special activities for corporate meetings



DPAC is committed to a workplace where everyone is free from bias, prejudice, discrimination and harassment. The organization strives to ensure a welcoming work environment where everyone belongs and is valued, encouraged & respected for their unique contributions. We are focused on building a culture that acknowledges and values Diversity, Equity and Inclusion.

To apply please send resume and cover letter to:

Samantha Yancey
Executive Assistant / Guest Experience Manager
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