



Singapore Repertory Theatre
Client Relationship Assistant Manager

Founded in 1993, Singapore Repertory Theatre (SRT) is a non-profit organization and one of Asia's leading English-language theatre producers and presenters in Singapore. Our season includes large shows, family entertainment and iconic productions such as *Shakespeare in the Park*, *The LKY Musical*. Join a dynamic and passionate team dedicated to creating transformative theatrical experiences and making a difference through the arts.

We are seeking a **Client Relationship Assistant Manager** to join our Centre for Creative Learning team. You will play a vital role in developing and nurturing strong relationships with corporate and institutional partners as well as social groups who are looking for platforms to engage their members, clients or staff via learning programmes or theatre productions.

You will be expected to proactively develop a strong leads pipeline and ensure SRT is known as the most exciting learning and entertainment partner in Asia. You will focus on delivering exceptional service and strengthen our revenue whilst building long-term loyalty. You will report to the Head of Centre for Creative Learning (CCL).

Responsibilities:

- Manage our clients in the Corporate and Institutional markets.
- Manage enquiries, prepare quotes, process bookings, and deliver tailored client communications.
- Drive ticketing sales by identifying opportunities to upsell and cross-sell theatre performances and learning programmes memberships, and premium experiences.
- Assist with sales campaigns for new productions, group promotions, and seasonal events.
- Maintain accurate records in booking system, track leads, conversions, and follow-ups as part of the admin of relationships.
- Coordinate logistics for group visits, hospitality packages, and VIP events in partnership with box office and front-of-house teams.
- Assist clients on site during the run of our performances and learning programmes.

Requirements:

- Minimum Diploma qualifications with two to three years' experience in customer service, ticketing, sales, or account support (ideally from MICE, hospitality or event management).
- Strong communication, administrative, and organisational skills.
- Comfortable working to sales targets and managing multiple client accounts.
- Professional, friendly, and client focused.
- Driven by delivering exceptional service and a passion for theatre is a plus.
- Ability to work independently as well as part of a team.
- Due to the nature of our business, flexibility to work evenings or weekends may be necessary in line with scheduled events or productions.

Interested candidates should send their letter of application to Felis Chia, Human Resources Manager at felis@srt.com.sg