

Job Posting

Job Title: Membership Lounge Host (Part Time, Hourly)

Organization: The Pasadena Playhouse

Department: Patron Services

Reports to: Associate Director of Patron Services

Direct Reports: None

About The Playhouse:

The Pasadena Playhouse is one of the top regional theaters in the country and the State Theater of California. Under the new leadership of Producing Artistic Director Danny Feldman, it presents a full season of artistically innovative productions and engaging educational outreach activities to nearly 150,000 Southern California residents annually in two spaces: the 647-seat main stage theater and the 99-seat flexible Carrie Hamilton Theater. By focusing on the creation of great productions, the expansion of educational and outreach programs, the development of new plays, and the creation of innovative programs to build community, The Playhouse will boldly lead the field into the next 100 years of great theater.

About The Position:

As part of the frontline of our organization, this position facilitates activities in The Library, our exclusive Member Lounge. As we continue to grow our Membership program, the host plays an integral role in relationship building with existing members, and acquisition of new members. The host will make sure the Library is setup before every performance and greet members during preshow and intermission. This position will communicate regularly with our Marketing and Development departments to communicate complete and accurate information to all patrons in The Library. Evening and weekends required.

The Playhouse is seeking someone who is highly motivated, process oriented, and has a passion for customer service. The ideal candidate must have strong initiative, great problem-solving capability, excellent communication skills, and a can-do attitude. The company is growing and changing, so flexibility in job duties, description and expectations is a must!

Responsibilities:

- Ensure the highest level of patron service.
- Facilitate the setup and breakdown of The Library for every performance.
- Manage beverage and snack inventory for The Library.
- Greet and communicate with all Members in The Library during preshow and intermission.
- Report on daily interactions with guests, send invitations to Member prospects, and follow up with Members as needed.
- Work with the Box Office to facilitate ticketing needs for Members as needed.

- Manage Library volunteers (Ambassadors) during the run of a production. During a nightly check in, discuss talking points for the evening and details of expected guests.
- Communicate regularly with Marketing and Development departments to gather complete information to pass along to Members and guests in The Library.
- Troubleshoot patron concerns, questions and problems.
- Other duties as assigned to support the needs of the department and the organization.

Minimum Qualifications and Competencies

Education/Experience: Previous experience in customer service required. Strong ability to multi-task. Outstanding communication skills, both written and verbal. Previous experience with Tessitura ticketing software preferred.

Supplemental Functions: Perform other duties as assigned. The employee is occasionally required to lift and/or move up to 15 pounds. The employee must be able to work evenings and weekends.

Compensation: Compensation is commensurate with experience and ability.

To Apply: Please email cover letter and resume to runderwood@pasadenaplayhouse.org. No phone calls please.

We work to maintain a positive environment for our employees, where people can learn, grow and thrive with the company. We strive to provide a collaborative, creative, transparent workplace where each person feels encouraged to contribute to our processes, decisions, planning and culture.

The Pasadena Playhouse is an Equal Opportunity Employer.