

Job Posting

Job Title: Patron Services Associate (part time, hourly)

Organization: Pasadena Playhouse

Department: Patron Services

Reports to: Patron Services Manager

Direct Reports: none

About The Playhouse: Pasadena Playhouse is one of the top regional theaters in the country and the State Theater of California. Under the leadership of Producing Artistic Director Danny Feldman, the Playhouse 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 643-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 boldly leads the field of great theater.

About The Position: As the frontline of our organization this position assists with day-to-day patron services activities including processing ticket requests, increasing loyalty through sales efforts, assisting patrons with their needs, maintaining data accuracy, assisting with database maintenance, and ensuring the highest quality of customer service. Crossover to front of house operations (opening the theater, assisting ushers and house manager with ticket scanners, etc.), merchandise sales, online sales fulfillment, and Covid safety check (if applicable) may be required. Hours vary depending upon the show schedule, rentals, and box office needs. Evenings and weekends required.

The Playhouse is seeking someone who is highly motivated, process oriented, and has a passion for customer service and sales. 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:

- Ensuring the highest level of customer service in person, over the phone and via email with all Playhouse patrons.
- Running reports, pulling lists and executing data maintenance using Tessitura ticketing software.
- Managing incoming orders and exchanges via phone and in person.
- Troubleshooting patron concerns, questions and problems.
- Cross selling and upselling additional performances and memberships.
- Assisting with front of house operations for performances as needed.
- Hosting members in the Library, our exclusive member lounge, as needed.
- Merchandise sales and online order fulfillment as needed.
- Answer, screen, and direct calls on a multi-line phone system.

- General clerical duties as required.
- Other duties as assigned to support the needs of the department and the organization.
- Managing the per-performance Covid Safety Check-In lines in tandem with the Patron Services Manager or Supervisor on duty (if applicable).

Minimum Qualifications and Competencies

Education/Experience:

- Previous experience in customer service required.
- Previous ticketing or box office experience preferred.
- Previous experience in non-profit arts preferred.
- Previous experience with Tessitura is a plus.
- Strong ability to multitask and maintain composure in a fast-paced working environment required.

Schedule/Availability: Availability to regularly work evenings and weekends required.

Supplemental Functions: Perform other duties as assigned. The employee is occasionally required to lift and/or move up to 15 pounds.

Working Conditions: No major sources of discomfort, standard office environment; regular exposure to video terminal displays. Ability to work outside for up to two hours. The noise level in the work environment is usually quiet. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation: \$17.00 hourly

To Apply: Please email a cover letter and resume to Kevin Lauver, Patron Services Manager (klauver@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.

Pasadena Playhouse is an Equal Opportunity Employer.