

Job Posting

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

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, the State Theater of California, and the 2023 Regional Theatre Tony Award recipient. Under the 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 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 will boldly lead the field into the next 100 years 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.) will be required. Hours will 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 experience. 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:

- Host Playhouse members and donors in the Library, our exclusive member lounge, before and during intermission for all mainstage performances.
- Ensure the highest level of customer service in person, over the phone, and via email with all Playhouse patrons.
- Run reports, pull lists and execute data maintenance using Tessitura ticketing software.
- Answer patron questions and process incoming ticket and Membership orders and

exchanges via phone, email, and in person.

- Quickly troubleshoot and problem solve patron issues and concerns.
- Cross sell and upsell additional performances and memberships.
- Assist with front of house operations for performances as needed.
- Answer, screen, and direct calls on a multi-line phone system.
- Assist with local flyer distribution in conjunction with the Marketing and Communications department.
- General clerical duties as required.
- 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.
- 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 consistently 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 2 hours. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation: \$19.00/hour

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.