



Job Title: Education Registrar (Full Time, Non-Exempt)

Organization: Pasadena Playhouse

Department: Education, Patron Services

Reports to: Education Program Coordinator, Associate Director of Patron Services

Direct Reports: None

About The Playhouse: The recipient of the 2023 Regional Theater Tony Award, 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, 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 continue to be a leader in the theater industry.

About the Position: The Education Registrar will work in collaboration with the Education and Patron Services departments to handle the daily operations of enrollment and registration of all classes and camps at the Playhouse. The Registrar will also be the main point of daily communication with all class and camp parents regarding absences, tardiness, switching class/camp sessions, and will relay that information to the Teaching Artists.

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.

Duties (Education Support):

- Organize, compile, and track registration information to be shared with Education team.
- Maintain class and camp rosters with up-to-date information.
- Manage inbox of the registrar@pasadenaplayhouse.org email account, including monitoring daily for timely parent communication including all requests for cancellations, refunds, class exchanges, etc.
- Act as on-site administrator when the Education Program Coordinator is not on campus supporting TAs' and student emergencies.

- Other Education support as needed, including but not limited to assisting with final performances (backstage and/or front of house), outreach to parents and teachers, setup for events, ordering supplies etc.

Duties (Patron Services Support):

- 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 management experience required. Previous experience with Tessitura ticketing software preferred. Strong ability to multitask and remain professional under pressure. Outstanding communication skills, both written and verbal.

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. 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.

Ability to work evenings and weekends required.

Start Date: August 18, 2025

Compensation: Compensation is \$21/hr (\$43,680 annualized). Benefits: Medical, dental, vision, life insurance, paid time off, and 403(b) retirement plan.

To Apply: Please email a cover letter and resume 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.