



December 26, 2025

## **Job Title: Patron Services Associate**

**Organization:** Pasadena Playhouse

**Department:** Patron Experience

**Reports to:** Patron Services Manager

**Direct Reports:** None

### **About The Playhouse:**

Pasadena Playhouse makes theater for everyone. As the official State Theater of California, our mission is to enrich people's lives through theater and programs in order to reflect its local and state-wide communities. Founded in 1917, the Playhouse understands the gravity of its responsibility to represent California's diverse population and their stories, and we program our season with this at the forefront of our decision making.

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, the Playhouse will continue to be a leader in the industry.

### **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 (including merchandise sales) 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 service. The ideal candidate must have strong initiative, great problem-solving capabilities & communication skills in high pressure situations, be able to demonstrate team building and leadership skills, and have 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 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:**

Compensation is \$21/hr.

## **To Apply:**

Please email a cover letter and resume to Sarah Gonzalez, Patron Services Manager at [sgonzalez@pasadenaplayhouse.org](mailto:sgonzalez@pasadenaplayhouse.org). No phone calls, please.

## **Equal Opportunity Statement:**

Pasadena Playhouse is an Equal Opportunity Employer.