

Patron Services Representative

Position: Patron Services Representative

Department: Marketing/Patron Services

Reports To: Patron Services Manager

**Compensation: \$20/hour Status: Part-Time, Non-Exempt; 50% remote, 50% in-person
(Varies depending on company needs)**

Deadline to Apply: Position available until filled.

Position Overview

TheatreWorks Silicon Valley seeks a collaborative, trustworthy, and enthusiastic hospitality/customer service professional to serve as Patron Services Representative. Reporting to the Patron Services Manager, the Patron Services Representative is responsible for responding to all TheatreWorks patron needs while providing the highest level of customer service. They will be responsible for the processing of subscriptions, single tickets sales and exchanges, and will be knowledgeable of Theatreworks' policies and procedures to ensure friendly, efficient, and effective daily Patron Services operations.

Organization Overview

Founded in 1970, TheatreWorks Silicon Valley has grown from a truly original Silicon Valley start-up to become the peninsula's leading professional nonprofit theatre company. In 2019, TheatreWorks was honored to receive the Regional Theatre Tony Award, the most prestigious tribute in American theatre. Now in our 55th season, TheatreWorks presents a wide variety of contemporary plays and musicals, as well as revitalizing great works of the past. We are champions of new work, offering artists support and a creative home as they develop exciting new stories for the American theatre. Offstage, arts education programs in our schools and arts engagement programs in our neighborhoods uplift our audiences and strengthen community bonds. Whether onstage or off, in everything that we do, TheatreWorks seeks to celebrate the human spirit and the wonderful diversity of our Silicon Valley community.

Responsibilities:

BOX OFFICE:

- Represent TheatreWorks at all times in a professional, thoughtful, and patron-oriented manner.
- Be knowledgeable in all ticketing promotions while executing incoming ticket sales calls.
- Encourage ticket add-on, upgrades, and donations when engaging with patrons.
- Make outgoing ticket sales calls to renewing and potential subscribers.
- Assist patrons' ticketing needs or questions while handling calls in a quick, efficient, and friendly manner.
- Process patron exchanges, general ticket, and subscription orders.

- Mail tickets, file forms, and patron correspondence.
- Stay up-to-date and informed about all upcoming performances and events.
- Reconcile daily transactions and file orders at the end of each shift.
- Work evening and weekend shifts at the Lucie Stern Theatre (will-call and house managing shifts) and the Mountain View Center for the Performing Arts as needed.
- Assist with set up and break down of mobile box office at the Lucie Stern Theatre
- Check Patron Services email and voicemail daily and process/distribute the messages accordingly.
- Be a team player with TheatreWorks internal company members and all external venue staff.
- Report all customer service or ticketing system related issues to appropriate management staff in a timely manner.
- Attend each show by or on Opening Night (final dress rehearsal is generally open for staff to attend) and read reviews as they come out.
- Other duties as assigned by management.

FRONT OF HOUSE

- Periodically serve as House Manager during assigned shifts at the Lucie Stern Theatre, overseeing front of house operations and ensuring a seamless and welcoming experience for all patrons.
- Manage ushers and front of house staff during assigned House Managing shifts.
- Maintain database and track participation of volunteer ushers after assigned house managing shifts.

Qualifications:

- At least one year of customer service experience, performing arts box office experience is a plus.
- Excellent customer service skills both over the phone and in person.
- Must be able to work successfully in a busy, fast-paced environment
- Excellent written, oral, and interpersonal communication skills.
- Knowledge of computerized ticketing systems is a plus.
- Must be available to work evening and weekend shifts.
- Must have transportation.

You Should Apply

TheatreWorks' commitment to producing the highest quality programming is dependent on building a community whose members come from diverse cultures, backgrounds, and life experiences. We join with a growing number of theatres in the movement to ensure that those who have been excluded historically are at the decision-making table, reflected in our programming, and represented on our staff. We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To Apply:

Please email a cover letter and resume to Patron Services Manager, Andrea Garcia at agarcia@theatreworks.org