



Patron Services Sales Associate

Position Summary

The Patron Services Sales Associate is a part-time, non-exempt position. This position reports to the Communications and Marketing Director. Shifts are 2 to 8 hours in length, 10 hours minimum per week, more hours are available during productions. We are seeking a team-oriented individual to be an enthusiastic member of the Patron Services team. The Representative will assist with the evening operations of the box office during performances. When there are no performances they will staff the Box Office window, answer phones, and assist with all walk-up ticket sales. They will also be called upon to assist ART patrons with single and season ticket purchases, as well as special requests. They provide information regarding Artists Rep and the theatre's programming, and special events while maintaining the highest level of customer service and responsiveness.

Essential Responsibilities

- Provide top-notch, professional customer service to all ART patrons and visitors, both over the phone and in person.
- Maintain thorough knowledge of ticketing software and ticketing policies.
- Assist in maintaining and updating records and other patron data for the company.
- Assist in providing ticketing services for all ART subscribers and single ticket patrons, and for other ART events or activities as needed.
- Assist with COVID compliance efforts, including enforcing vaccination and masking requirements.
- With the assistance of managers, maintain thorough knowledge of all current and upcoming ART performances, programs, classes and other events taking place
- Work closely with House Managers, and other front of house staff to create a welcoming environment and memorable experience for all ART patrons.
- Perform other duties as assigned.

Qualifications and Skills

- Customer service and/or sales background.



Artists Repertory Theatre

exhilarate + illuminate

- Experience with Microsoft Word, Excel and Outlook,
- Knowledge or experience with the Tessitura database system is ideal, but not required.
- Good organizational skills.
- Strong interpersonal and communication skills.
- Strong problem-solving and organizational skills and the ability to multitask.
- Ability to build effective working relationships with co-workers.
- Sensitivity to confidential information.
- Ability to take initiative in challenging situations.
- Possess a desire to learn about the theater, our building, and the community surrounding it.
- Radiate compassion and excitement.
- Must be able to converse with anybody in every situation in a respectful manner, and listen carefully to what others are saying and also what isn't being said.
- Commitment to an equitable and inclusive workplace, racial equity, accessibility, use of gender-inclusive language, and cultural sensitivity.
- Full vaccination against COVID-19 is a prerequisite for employment.

Physical Requirements and Working Conditions

- The work environment is in an office.
- Flexible working schedule (see example below).
- The work hours are daytime with weekend and evening work required.
- Must be comfortable working in an environment in which directions and priorities can change rapidly.

Salary

- Starting hourly wage is \$16.

When Artists Rep is not in production, the Box Office Patron Service Rep will have a flexible schedule, which will be worked out with their supervisor.

During the run of a show the hours will be: Wed - Sat 11:45-7:45 (8 hours with 30min break - 32 hrs/week)

Send your resume to jobs@artistsrep.org