

TheatreWorks

SILICON VALLEY

Patron Services Representative

This is an exciting time to work with us at TheatreWorks! Join our hardworking team as we return to live performances in our electrifying Season 51 and introduce Tim Bond as our second-ever Artistic Director.

Position: Patron Services Representative
Department: Marketing/Patron Services
Reports To: Patron Services Manager
Status: Part-Time, Non-Exempt; 75% remote, 25% in-person

Deadline to Apply: Position available until filled.

Summary:

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.

Responsibilities:

- Represent TheatreWorks at all times in a professional, thoughtful, and patron-oriented manner.
- Answer phones and 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 and the Mountain View Center for the Performing Arts as needed.
- 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.

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- 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 the Patron Services Manager or Director of Marketing.v

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 willing to work evening and weekend will call shifts.
- Must have transportation.

Compensation: \$16/hour

TheatreWorks Silicon Valley strives to be an inclusive work environment and embraces a diversity of people, ideas, talents, and experiences. We highly encourage people of color, individuals with disabilities, and other historically underrepresented groups to apply.

To Apply:

Please send us a cover letter and resume.

TheatreWorks Patron Services Representative Search
PO Box 50458
Palo Alto, CA 94303-0458

or email eron@theatreworks.org