

TheatreWorks

SILICON VALLEY

Patron Services Representative

Position:	Patron Services Representative
Department:	Marketing/Patron Services
Reports To:	Patron Services Manager
Compensation:	\$18/hour
Status:	Part-Time, Non-Exempt; 75% remote, 25% in-person (or fully remote for the right candidate)

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.

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

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 51st 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:

- Represent TheatreWorks at all times in a professional, thoughtful, and patron-oriented manner.

TheatreWorks

SILICON VALLEY

- 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.
- 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.

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.

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 send us a cover letter and resume.

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

TheatreWorks

SILICON VALLEY

or email search@theatreworks.org