

## Patron Experience Coordinator

### Position Overview

This is an exciting time to work with us at TheatreWorks! Join our hardworking team as we continue our electrifying Season 51 and plan for the future.

TheatreWorks Silicon Valley seeks a collaborative, trustworthy, and enthusiastic hospitality/customer service professional to serve as Patron Experience Coordinator. Working closely with the Patron Services Manager you will create a patron-first experience that is welcoming, inclusive, efficient, and safe for all TheatreWorks community members at our venues and events. The Patron Experience Coordinator must be able to think strategically and manage Front of House staff and volunteers through effective leadership and clear communications. This position will also serve as a senior member of the Patron Services team with box office functionality.

### 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.

### You Should Apply

TheatreWorks Silicon Valley's 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. TheatreWorks Silicon Valley is an Equal Opportunity Employer (EOE). Qualified applicants are considered for employment without regard to age, race, color, religion, gender, national origin, sexual orientation, disability, or veteran status. If you need assistance or an accommodation during the application process because of a disability, it is available upon request. The company is pleased to provide such assistance, and no applicant will be penalized because of such a request.

## Key Responsibilities

- Consistently embody the mission and values TheatreWorks in a professional, thoughtful, and patron-oriented manner
- Be a leading voice in creating services and experiences that are equitable and inclusive for a diverse group of visitors and team members, promoting belonging at all TheatreWorks performances and events
- Ensure the accessibility of our venues for all patrons

### FRONT OF HOUSE

- Serve as primary House Manager at the Lucie Stern Theatre and primary Patron Services Liaison at the Mountain View Center for the Performing Arts
- Schedule and manage ushers and front of house staff
- Maintain database and track participation of volunteer ushers
- Recruit and train new ushers
- Provide up-to-date communications for Front of House staff as needed
- Maintain forms and reporting systems in house manager binder for each show
- Maintain house management supplies (signage, flashlights, name tags, etc.)
- Keep liquor license, sales tax, and other and state-mandated reporting related to concessions sales up to date
- Liaise with City of Palo Alto staff as needed on facility issues and patron services
- Liaise with TheatreWorks production staff on overlapping issues such as backstage storage, keys and theatre access, use of company vans, lobby load-ins and strikes

### BOX OFFICE

- Process incoming phone and email ticketing requests for single tickets and subscriptions
- Perform Patron Services opening and closing procedures
- Assist in training of Patron Services staff and reviewing, developing, and improving Box Office policies and procedures
- Stay knowledgeable of all promotions and special events
- Manage and administer ticket donation requests

Other duties as assigned by the Director of Marketing

## Minimum Requirements

- Related customer service experience
- Proficiency with Microsoft Office and database software
- Positive attitude and grace under pressure
- Excellent written, oral, and interpersonal communication skills
- Availability to work nights and weekends
- A strong commitment to TheatreWorks' mission and values; including diversity, equity, inclusion, access, and anti-racist practices

## Preferred Experience (not required)

- Two or more years of customer service management (performing arts experience a plus)

# TheatreWorks

SILICON VALLEY

PO Box 50458  
Palo Alto, CA  
94303-0458  
[www.theatreworks.org](http://www.theatreworks.org)

- Proficiency in performing arts ticketing systems (Tessitura knowledge a plus)
- Experience managing phone tree software (3CX a plus)

**Start Date:** As soon as possible

**Compensation:** \$40,000/year, Full-Time Regular, Non-exempt. Employee benefits include health insurance, paid vacation and sick leave, and a retirement plan. Professional development opportunities.

**Location:** Flexible with both remote and in-person work as needed. In-person work required in Redwood Shores, Palo Alto, and Mountain View.

**Regular Hours:** Variable depending on the performance cycle; evenings, weekends, and holidays as needed.

**Reports to:** Director of Marketing

## How to Apply

Please email a cover letter and resume to: [search@theatreworks.org](mailto:search@theatreworks.org)

SUBJECT: Patron Experience Coordinator Search