

SEATTLE REP

JOB OPPORTUNITY

Seattle Rep is committed to producing the highest quality programming and we believe that our ability to contribute to excellence in the arts depends on building a community whose members come from diverse cultures, backgrounds, and life experiences.

We are part of a growing movement in theater to ensure inclusion of those who have been excluded historically; focusing particularly on racial and ethnic groups, LGBTQ people, people with disabilities and women, are at the decision making table, reflected in our programming and represented on our staff.

Position Title: Patron Services Specialist
Department: Patron Services
Supervisor: Patron Services Manager
Classification: Full-time/Annual, Hourly/Non-Exempt
Rate of Pay: \$18.00 per hour, plus bonus potential

Seattle Rep Mission

Seattle Rep collaborates with extraordinary artists to create productions and programs that reflect and elevate the diverse cultures, perspectives, and life experiences of our region.

Seattle Rep Vision

Theater at the heart of public life

Seattle Rep Values

Artistic Vitality, Sustainability, Generous and Inclusive Practices

Position Purpose

The Patron Services Specialist represents the Seattle Rep to patrons, both over the telephone and in person, selling single tickets and subscriptions, soliciting donations and providing quality customer service. The Patron Services Specialist is responsible for renewing subscriptions and donations for a pre-assigned group of patrons and for calling new patrons to solicit new subscriptions and donations, while building and strengthening relationships with a specific portfolio of subscribers and donors.

ESSENTIAL FUNCTIONS

Build and strengthen relationships between Patrons and Seattle Rep

- Provide exceptional service to subscribers and donors, including ticket exchanges, benefit delivery, and information on productions via phone, web, email, and in person at the Box Office window
- Determine which subscription/donor options will provide the best experience for the Patron to create the optimal relationship with Seattle Rep leading to increased giving/subscribing levels.
- Per schedule, staff the theater during performances and development events

Answer incoming telephone calls in order to

- Sell SRT subscriptions and single tickets
- Professionally respond to inquiries and requests for information
- Solicit donations on single ticket and subscription purchases

Make outbound phone calls in order to

- Solicit donations from members of their portfolio and single ticket buyers
- Solicit subscription renewals and purchases
- Thank patrons for their contribution to Seattle Rep
- Inform patrons of changes to their scheduled dates and/or times when necessary

Serve as informal concierge to our patrons, while addressing back-office technical needs

- Attend all SRT productions, preferably during previews or on Opening Night
- Attend and actively participate in meetings and special events, as scheduled
- Maintain familiarity with current subscription/single ticket marketing specials, SRT programs and funding opportunities, SRT events and community calendars as provided by Patron Services Office management team and SRT Communications, including SRT website
- Address patron needs and make local recommendations to enhance the Seattle Rep experience
- Provide accurate data entry and patron account maintenance in Tessitura Ticketing System

Serve as an essential contributor to Seattle Rep's culture and success

- Add constructively to the collaborative and collegial health of the organization
- Add actively and constructively to the EDI (equity, diversity & inclusion) work of the organization, including attending all-staff training sessions
- Engage with and strive to embody Seattle Rep's mission, vision, and values in all aspects of work

REQUIRED QUALIFICATIONS

- Minimum two years' experience in customer service, preferably in an arts environment
- Minimum one year experience in sales, preferably in an arts environment
- High School diploma and/or GED
- Demonstrated ability to appropriately manage confidential information
- A genuine interest in theater and in working with the public
- Strong diplomacy, interpersonal and teamwork skills
- Computer (Microsoft Office and database) literacy and accuracy
- Ability to clearly communicate, both verbally and in written form
- Experience in successfully meeting deadlines under pressure with grace and humor
- Ability to work a flexible schedule, including regular evening and weekend hours
- A commitment to equity, diversity, and inclusion
- Willing to authorize background check

To apply, please send cover letter, resume and three professional references to:

Email: humanresources@seattlerep.org

Write in the email subject line: **"Patron Services Specialist"**

You may also mail application materials to:

Seattle Rep
Attn: Human Resources
P.O. Box 900923
155 Mercer Street
Seattle, WA 98109



Braden Abraham
Artistic Director

Jeffrey Herrmann
Managing Director

Position Posted: August 23, 2019
Application Deadline: Open Until Filled
Anticipated Start Date: As soon as practical