

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 Lead
Department: Patron Services
Supervisor: Patron Services Manager
Classification: Full-time/Annual, Hourly/Non-Exempt
Rate of Pay: \$19.00 - \$20.00 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

Assist in the daily operation of the Patron Services Office (PSO) and represent Seattle Rep to patrons, both over the phone and in person, ensuring the highest quality customer service and modeling the same to other staff. Regularly complete outbound campaigns to solicit subscriptions and donations.

ESSENTIAL FUNCTIONS:

Supervise Patron Services Office staff

- Assist the PSO Manager and Assistant Manager with hiring, training and leading the PSO staff
- Address escalated customer service concerns
- Assume responsibility for any management decisions in the absence of a Patron Services Manager
- Lead by example, including excellent customer service and effective sales and donation calls
- Assist PSO Manager with daily cash balancing, report cleanup, and other administrative projects
- Per schedule, manage the Box Office window of the theater during performances and development events for will call and rush ticket sales

Build and strengthen relationships between Patrons and Seattle Rep

- Provide exceptional service to patrons, including ticket exchanges, benefit delivery, and information on productions via phone, web, email, and in person at the Box Office window
- Identify which subscription and donor options will provide the best patron experience, to create the optimal sustainable relationship with Seattle Rep, leading to increased giving and subscribing levels

Answer incoming telephone calls in order to

- Sell Seattle Rep 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 acquisition donations from patrons of Seattle Rep
- 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

Develop fluency with our seasonal programming, mission, and patron management software

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

Serve as an essential contributor to Seattle Rep's and the department'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
- Attend all Patron Services meetings, and additional departmental meetings as requested
- In collaboration with the PSO management team, develop new strategies and processes to further enhance efficiency and quality of customer service in the Box Office

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

- Two+ years' experience in customer service, preferably in an arts environment
- Computer (Microsoft Office & database) literacy and accuracy
- Demonstrated ability to appropriately manage confidential information
- Basic accounting skills
- Excellent communications skills, both written and verbal
- Demonstrated ability to work effectively, both independently and as a team member
- Ability to work a flexible schedule, including regular evening and weekend hours
- Genuine interest in theater and in working with the public
- High school diploma or GED
- 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 Office Lead"**

You may also mail application materials to:

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

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