

Patron Services Associate

Department:	Patron Services Associate
Reports to:	General Manager
Works with:	Executive Director, Bar Manager, Director of Development, General Manager, Stage Manager, House Manager
Manages:	Volunteers
Status:	Part-time (up to 25 hours/week,) regular, non-exempt

Overview:

A key team member in creating a positive and enjoyable experience at Diversionary Theatre and often the first point of contact for Diversionary patrons, Patron Services manages and executes day-of-show customer service activities at the box office to ensure that each moment new or existing Diversionary audiences interact with the theatre is a fun, fabulous and quality experience.

Patrons are defined as all donors, ticket buyers, members, subscribers, and visitors to Diversionary Theatre. Duties of the Patron Services Associate include all audience interaction from the decision to buy a ticket until final bows - including box office operations, front of house appearance and amenities, customer service, and may assist with bar and concessions, - at all Diversionary programs including Mainstage, Cabaret, Guest Production, education, audience engagement, and other events.

The Patron Services associate may also assist in administrative tasks on an as-needed basis.

Core duties – Box Office

- Manage day-of-show box office operations by supervising Box Office volunteers & ushers, assisting with check-in, ticketing, and customer service, preparing the daily cash deposit report, reconciling daily sales, and updating and troubleshooting the computerized ticketing system.
- Process transactions in OvationTix sales software, including ticket sales and donations, and maintain patron information.
- Maintain cleanliness of and supply inventories of facilities, including lobby, lounge, patios, bathrooms, and theatre.
- Monitor incoming patron communications via phone and email, handling requests for areas of responsibility and referring others to appropriate personnel.
- Assist with Concessions sales at intermissions and as needed by BarManager
- Communicate and collaborate with the Stage Manager on house opening, closing, and attendance, as well as in case of emergency.
- Responsible for knowledge of and training of volunteer staff on safe and proper operation of all equipment necessary for operations.

Core duties – Over All

- Process transactions in OvationTix sales software, including ticket sales and donations, and maintain patron information.
- Recommend improved operational methods and procedures.

- Assist guests with general requests.
- Remain current on Diversionary events, promotions, policies, and procedures via review of weekly meeting reports and email communications.
- Assist with the execution of relevant Donor Benefits and recognition.
- Assist with on-site and off-site special events.
- Other duties as assigned.

Key Expectations:

- Contribute to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
- Maintains competency and professional currency through self-directed professional reading, developing professional contacts with colleagues, and attending training and/or courses required by the General Manager.
- Actively contribute to Diversionary Theatre's overall image, brand, and fulfillment of its mission.
- Maintain a clean, professional personal appearance.
- Assist with special events and promotions
- Punctual and ready to work for all scheduled shifts.
- Ability to multitask.
- Follow instructions and timelines diligently.
- Actively engage in creative problem-solving.
- Engage in and provide exemplary service to Diversionary Patrons.
- Present a professional, businesslike image to clients, visitors, customers, and the public. Exceptional personal appearance, like proper maintenance of work areas, is an ongoing requirement.
- Remain current on evolving best practices in hospitality, theatre experiences, and marketing, especially as it pertains to customer experience and customer retention.
- Other duties as assigned.

Minimum Requirements:

- Exemplary customer service skills, a minimum of three years of customer service experience preferred.
- Passion for patron and volunteer interaction.
- Excellent written and verbal communication skills.
- Excellent ability to plan and communicate logistics to a team of paid and volunteer staff.
- Available to work evenings and weekends as needed.
- Experience working with an established, major entertainment or event company preferred.