

Patron Services Associate

TITLE: Patron Services Associate

STATUS: Part-Time (20-28 hours per week) or Full-Time (30-40 hours per week), Hourly, Non-Exempt

PAY RANGE: \$17.00 - \$22.00 depending on experience

SUPERVISOR: Director of Patron Services

LOCATION: Issaquah and Everett, WA

APPLICATION DEADLINE: Open until filled

ABOUT VILLAGE THEATRE

Based in Issaquah, WA, with operations in Everett, WA, Village Theatre is a leading producer of musical theatre in the Pacific Northwest. Producing entertaining, quality productions since 1979, Village Theatre has grown into one of the region's best-attended theatres. Through its Village Originals program, Village Theatre is nationally recognized for its contribution to the development of new musicals, having supported the creation of over 180 new works to date. Village Theatre also takes pride in nurturing tomorrow's audiences through its Youth Education programs.

DIVERSITY, EQUITY, INCLUSION, AND ACCESSIBILITY

Theatre lies at the intersection of storytelling and community. The stories we tell represent and influence our shared human experience. We believe that to tell these stories authentically, it is essential to employ equitable practices that are inclusive of and led by a diverse and culturally rich community. Village Theatre has a responsibility to mindfully support and design the impact these stories have on the audiences we serve, the artists we engage, the students we nurture, and the staff we entrust. Centering Diversity, Equity, Inclusion, and Accessibility in our work allows us to create a storytelling space that welcomes, celebrates, and honors all people.

More information about our journey to be an anti-racist organization and our DEIA Committee can be found here: <https://villagetheatre.org/deia/>

ABOUT THE POSITION

The Patron Services Associate assists in the day-to-day operation of the Box Office. The Associate is responsible for technical support for online sales, selling and exchanging tickets, assisting with subscription renewal and answering inquiries via phone, e-mail, and counter. Associates may be responsible for performing end-of-day procedures and reports.

PRINCIPAL RESPONSIBILITIES

- Handles large volume of in-bounds sales, exchanges, and inquires with the highest level of courtesy and professionalism.
- Sells subscriptions, single tickets, and gift certificates.

- Provides helpful information for performances, pricing options, parking, directions, local restaurants, and seating for patrons with disabilities.
- Assists with patron relations and resolving complex patron inquiries and complaints by phone, e-mail, and in-person.
- Assists with supervising and training new Patron Services staff in single and subscription sales, sales renewals, patron and concierge services.
- Maintains familiarity with subscription and single ticket marketing initiatives, patron loyalty program, donor benefits, Village Theatre events, and website.
- Provides concierge services before performances and during intermissions to warmly greet and engage patrons and get them excited about our productions, as well as provide normal Box Office services.
- Guides patrons through their online interactions.
- Keep up a professional appearance in dress and attitude.
- Assist Box Office Managers with subscription renewal process, re-seating, and other projects as assigned.
- Covers Box Office duties at offsite locations.
- Attends all mainstage productions, preferably during opening week in Issaquah.
- Involves sitting for long periods of time, standing at the counter during will call, etc. and lifting up to 20lbs.
- Other duties as required

YOUR SKILLS AND EXPERIENCE

- Experience in ticketing, booking, or sales for theatre, arts, sports, events, travel, or entertainment; OR an equivalent combination of skills, interests, and learned experience sufficient to successfully perform the job.
 - Specific knowledge of theater administration and ticketing is a plus, but not required.
- Customer Service
 - Strong customer service skills.
 - Ability to express oneself clearly and concisely, orally and in writing.
 - Strong general math skills, including the ability to handle cash-related transactions accurately and ethically.
 - Ability to receive and respond to a wide range of public inquiries, disputes, complaints, and special problems involving errors in transaction charges, seat assignments, and other related situations.
- Organization
 - Ability to take initiative and prioritize multiple competing tasks.
 - Excellent time-management and problem-solving skills are essential.
- Technology
 - Proficiency in Windows and Microsoft Office, including Teams, Excel, Word, Outlook.

- Ability to learn and manage a computerized event ticketing system. (Specific experience with Spektrix or any CRM / database software is a plus, but not required.)
- Ability to work changing and irregular shifts, including evenings, weekends, and holidays.
- Ability to work professionally and tactfully and support management decisions in a positive, professional manner.
- Ability to remain calm under pressure while maintaining a sense of humor.
- Manual dexterity to operate standard office, data entry, and other related equipment is required.

COMPENSATION

Hourly rate for this position is \$17.00 - \$22.00 depending on experience.

Additionally, Village Theatre offers full-time employees a comprehensive benefits package including Medical, Prescription, Dental & Vision Insurance; 403 (b) Retirement Plan with employer match; paid Vacation, Holidays, and Sick time; Flexible Spending Account; Life and AD&D insurance. Additional information, such as waiting periods and premium rates, will be made available to final candidates.

APPLICATION INSTRUCTIONS

Village Theatre is committed to equitable hiring practices that center the matching of skills, interests and learned experience over education requirements and previous employment. This opening is ongoing and resumes will be reviewed weekly to be considered for a role in our Patron Services department. Applicants will be contacted via email or phone if selected for interview process.

Candidates who are asked to interview can expect a conversational, non-confrontational environment focused on questions that speak to experiences. We wish to remove any barriers to interviewing for our candidates and as such, interviews can be in person or over zoom, and at a time of day that works for the candidate. We will ask about and endeavor to meet accessibility needs. Following an interview process, every candidate interviewed will be informed of the outcome.

To apply, please e-mail your resume and cover letter to: resumes@villagetheatre.org with **“Patron Services Associate”** and your last name in the subject line. In your cover letter please specify your interest in a part or full-time position. PDF Format is preferred. No phone calls, please.