



Title: Patron Services Lead
Department: Patron Services (Marketing)
Position Status: Regular Part-Time, Non-Exempt
Effective Date: Upon Hire

General Description: The Patron Services Lead (PSL) is responsible for ensuring the highest standards of customer service and resolving customer service issues. The role is also responsible for prospecting, promoting, selling, managing and maintaining all patron sales. The position reports to and works closely with the Audience Services Manager including oversight of the customer service representatives and interacting effectively with all departments.

Essential Duties and Responsibilities:

- Handle inquiries and orders for season subscriptions, single ticket sales and exchanges via all sales channels, including but not limited to email, telephone, online, and at all box office counter locations.
- Maintain highest customer service standards, serving as role model for customer service representatives, and resolve customer service issues.
- Proficiency in navigating and maintaining customer management systems.
- Process and manage complimentary and trade ticket requests within policy.
- Open all mail and distribute to departments, record receipt of donations/gifts and deliver to CFO, and prepare daily sales deposits to provide to Accounting Manager.
- Assist Audience Services Manager in duties as assigned including marketing, promotion, communication and analytic activities that support the overall function, efficiency, and delivery of services by the department.

Qualifications for Success:

- A strong ability to collaborate with others both internally and externally.
- Excellent customer service, communication and organizational skills.
- Ability to thrive and succeed in a fast-paced working environment and manage multiple projects simultaneously.
- Comfortable taking direction as well as offering creative solutions.

Education & Work Experience:

- Minimum two years of experience as a customer service representative, preferably at a performing arts organization, with a proven track record of success in a highly dynamic environment.
- Bachelor's degree or an equivalent combination of education and professional experience.



- Proficiency in Microsoft Office Suite of products, including Word, Excel, and PowerPoint.

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