



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

**General Description:**

The Patron Services Representative (PSR) is a front-line ambassador for Oregon Ballet Theatre (OBT) and responsible for ensuring that all visitors receive the highest level of customer service upon visiting our studio and offices or while engaged as a representative for OBT. The PSR reports to the Audience Services Manager and is primarily tasked with processing the purchase of subscriptions and/or single tickets. External contacts are primarily with subscribers and ticket customers. Primary internal contacts are with the ticket office staff and occasionally with staff members of other departments. Contacts are made by telephone, via email, and in person. The PSR regularly handles sensitive information regarding ticket sales and customer information.

**Essential Duties and Responsibilities:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Receives and processes all forms of ticket orders for season subscriptions and single tickets, including exchanges.
2. Provides outstanding customer service – by phone, online and in-person – at all times to subscribers, single ticket buyers, donors, and all Oregon Ballet Theatre constituents.
3. Responsible for printing and mailing tickets as necessary and processing complimentary and trade-out ticket requests.
4. Works in performance venues, when scheduled, handling will-call tickets and customer service issues.
5. Other duties as assigned.

**Competencies:**

1. Strong verbal communication skills
2. Basic knowledge of customer service principles
3. Skill in basic operation of Ticketmaster's Archtics system
4. Ability to analyze information, apply basic math skills and concepts to solve problems
5. Ability to deal with ticketing problems, customer complaints, or other conflicts
6. Skill in organizing time and projects to balance competing demands

**Supervisory Responsibility:**

This position has no direct supervisory responsibilities.

**Education & Work Experience:**

- Minimum one year of customer service experience in a sales role
- Proficiency in Microsoft Office Suite of products, including Word, Excel, and PowerPoint

**Work Authorization/Security Clearance:**

A personnel security background investigation must be conducted. This is only done after a conditional offer of employment is given to an individual.

**Physical Requirements & Working Conditions**

The working environment is in an office or theater. The work hours are daytime with some weekend and evening work required. The position requires a valid drivers' license, access to a vehicle for travel between work locations, and some light lifting (10-30 lbs.), bending, twisting, and fingering.

**Position Type/Expected Hours of Work:**

This is a part-time position. Days and hours of work are usually Monday through Friday, 1:00 p.m. to 5 p.m. This position occasionally requires evening hours and weekend work in the theater box office locations..

**Travel:**

Travel is minimal and is primarily local during the business day.

**AAP/EEO Statement:**

Oregon Ballet Theatre is an equal employment opportunity employer. Our policy is to make all employment-related decisions without regard to an employee's race, color, creed, religion, age, national origin, marital status, mental or physical disability, sexual orientation, or any other basis prohibited by local, state or federal law. This policy applies to all personnel activities including employment, promotion, compensation and termination.

Oregon Ballet Theatre does not tolerate sexual harassment of any employee by another employee, supervisor, vendor, or customer for any reason.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_