



Title: Patron Services Representative
Department: Patron Services (Marketing)
Position Status: Seasonal, Part-Time, Non-Exempt
Effective Date: Open Until Filled

Position Overview:

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 is primarily tasked with processing the purchase of subscriptions and/or single tickets. External 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. The PSR reports to the Audience Services Manager.

Primary Responsibilities:

- Receives and processes all forms of ticket orders for season subscriptions and single tickets, including exchanges.
- 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.
- Responsible for printing and mailing tickets as necessary and processing complimentary and trade-out ticket requests.
- Works in performance venues, when scheduled, handling will-call tickets and customer service issues and walk-up sales.
- Other related duties as assigned.

Experience and Skills:

- Minimum 1 year experience of working in customer service.
- Strong communication skills.
- Skill in basic operation of Tessitura CRM system, or ability to learn.
- Ability to analyze information, apply basic math skills and concepts to solve problems.
- Ability to deal with ticketing problems, customer complaints, or other conflicts.
- Skill in organizing time and projects to balance competing demands.
- Proficiency in Microsoft Suite Products (Word, Excel, etc.).
- A commitment to advancing and modeling diversity, equity and inclusion.

Equity:

OBT is committed to a diverse, racially and culturally-inclusive, and equitable workplace in which differences broaden our awareness, enrich our daily experiences, and contribute to our collect strengths. We seek to understand, acknowledge, and mitigate inequities in ballet in general, and at OBT specifically.

Our Culture:

Across our organization, OBT is committed to creating a culture characterized by the following: Kind. Positive. Solution-Oriented. Gratitude. Candid. Forgiving. Learning. Trust. Teamwork. Diverse. Equitable and Inclusive. Ambassadors. Accountable.

Accommodations:

As part of our commitment to equity, OBT will make reasonable accommodations to enable individuals who are differently-abled to perform the primary responsibilities of this job.

Security Clearance:

OBT conducts background checks after a conditional offer of employment is made. OBT reviews the results of each background check individually and assesses them on a case-by-case basis for context and relevance to a job.

Working Conditions:

This job operates in a busy, sometimes crowded, occasionally loud, and fast-paced setting, including a professional office, dance studio, and large public theaters. During COVID, much work has been conducted remotely offsite. While performing the duties of this job, the employee is occasionally required to: stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear; and must occasionally lift or move products and supplies, up to 25 pounds.

Work Schedule:

This is a part-time position. Days and hours of work are usually Monday through Friday, 9:00 a.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.

Compensation and Benefits:

This position starts at \$14.00 hourly.