



POSITION: PATRON SERVICES REPRESENTATIVE
REPORTS TO: Audience Service Manager
SUPERVISION: No supervision responsibilities for this position
STATUS: Part-time, up to 20 hours per week
COMPENSATION: \$17.00 per hour
BENEFITS: Oregon Sick Leave, Complimentary tickets to OBT performances
LOCATION: Portland, OR 97239

RESPONSIBILITIES: 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. 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. This position will: receive and process ticket orders for season subscriptions and single tickets, including exchanges; provide outstanding customer service by phone, email, and in-person at all times; print and mail tickets as necessary; process complimentary and trade ticket requests; work in performance venues as scheduled; and perform other duties as assigned.

QUALIFICATIONS: We seek candidates with a minimum two years of professional, volunteer and/or lived experience in development, events, marketing, or patron services. Additional qualifications are listed in the full job description, linked below.

APPLY: Submit a cover letter, and resume or CV to jobs@obt.org. Applications will be reviewed as they are received, and the position will remain open until filled. A full job description can be obtained at <https://www.obt.org/about-obt/employment/>.

EQUITY: OBT is committed to the vitality of ballet as an art form that is accessible to everyone. We seek people who have lived, volunteer and/or have professional experience partnering, communicating, and engaging with communities of color, including Black, Indigenous, Latinx, Asian, and other communities.

ABOUT OREGON BALLET THEATRE: This is an exciting time to work at Oregon Ballet Theatre (OBT), a classically based professional ballet company established in 1989 in Portland, Oregon. The company performs an annual season of programs while participating in many community events, as well as regional and national touring. OBT has grown from being a respected regional company to one of national significance and developed a reputation for breaking the boundaries of what people expect from a night at the ballet. The OBT School is recognized as one of the premiere ballet schools in the country. OBT's work in dance education includes a far-reaching community engagement program, ~~connecting~~ working with students and adults throughout the Portland metropolitan region and Oregon.

OBT is supported by an actively engaged Board, respected executive leadership, 250 committed and talented staff, healthy finances, and a budget approaching \$9 million. For more information, recent news, and a full job description, visit obt.org.