

OREGON **BALLET** THEATRE

Our Mission

Oregon Ballet Theatre is dedicated to fostering an enduring appreciation for dance through the pursuit of excellence in performance, training, and community programs.

Our Vision

Oregon Ballet Theatre seeks to inspire the dancer in all of us through the power of movement.

Job Title: Patron Services Representative

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. Internal contacts are with the ticket office staff and occasionally with staff members of other departments. Customer service is handled via telephone, email, or in person. The PSR regularly handles sensitive information regarding ticket sales and customer information. The PSR reports to the Director of Sales & Patron Services.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Job Duties/Competencies:

- Receives and processes ticket orders for season subscriptions and single tickets.
- Provides outstanding customer service – by phone, email and in person – at all times to subscribers, single ticket buyers, donors, and all other Oregon Ballet Theatre constituents.
- Develops relationships with patrons and donors to improve their experiences and exceed their expectations.
- Answers general questions from patrons regarding productions, seating, directions to venues, and other related information.
- Follows all protocols and procedures regarding the handling of cash, checks, credit cards, and gift certificates to ensure accountability for daily payment activity.
- Works in performance venues when scheduled, handling will-call tickets, customer service issues and walk-up sales.
- Demonstrates a positive attitude with consideration for others.
- Other related duties as assigned.

Supervisory Responsibilities:

No supervisory responsibilities.

Education and/or Experience:

- High School diploma or an equivalent education.
- Minimum 2 year's experience with:
 - Information analysis
 - Basic math skills and concepts to solve problems
 - Arts industry (Preferred)
 - Volunteer or work experience with customer service
 - Collaboration with internal and external teams
 - Communication with all levels of an organization
 - Schedule and task organization

Computer Skills:

- Proficiency in Microsoft Suite Products (Word, Excel, etc.).
- Skill in basic operation of Tessitura CRM system (Preferred).

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 collective strength. 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. Compassionate. Ambassadors. Accountable.

Accommodation:

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. A background check finding does not automatically preclude employment. OBT reviews the

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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 shared professional workspace in our Bancroft Offices which includes rehearsal studios, as well as in large public theaters during seasonal performances

Work Schedule:

This is a Part-Time position averaging 20 hours per week. Typical days and hours of work are Monday through Friday, between the hours of 8:45 a.m. to 4:30 p.m. or as scheduled by the Director of Sales & Patron Services or Patron Services Lead. The position may require occasional evening and weekend work. Hybrid in office and remote work is allowed. This position occasionally requires extended hours and weekend work in the theater box office locations.

Travel:

Travel is minimal and is local (between OBT office, Keller Auditorium, Newmark Theatre, and Reser Center for the Arts).

Compensation:

This position is compensated at \$17.00 hourly. Staff are eligible for Oregon Sick Leave and complimentary tickets to OBT performances.

Other Duties:

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.