



## **Patron Services Associate**

We are seeking a patron services associate to assist with ticketing, subscriptions and front-line customer service along with a small team of full and part-time patron services assistants. The associate will be responsible for building and managing events in the CRM program (PatronManager) and will be part of the team providing the best customer care for theater patrons, donors, guests and visitors. This position works closely with the Patron Services Director as well as with the whole marketing team to create a seamless positive experience from first contact through post-event for all audiences. The patron services associate reports directly to the Patron Services Director. This position could be part time or full time – 20-40 hours per week. The schedule varies to cover performances.

## **Duties and Responsibilities**

- Uses ticketing database (Patron Manager) to build events, allocate seating, set up special offers, and control inventory for maximum customer service and revenue potential.
- Works closely with production and Patron Services Director to ensure integrity of seating maps and patron experience from their seats.
- Maintains all regularly scheduled ticketing and sales and promotions tracking reports.
- House Manages performances as needed.
- Maintains all inventory for concessions.
- Ensures reader-board is current.
- Oversees merchandise inventory.
- Works as part of the patron services team to create and train box office assistants on upcoming sales campaigns anticipating guests' responses.
- Works closely with the guest experience -- box office, front of house, concessions -- to ensure MCT, Inc. guests' experience is second to none.
- Assists with reconciling financial reports and ticketing transactions with the operations staff.
- Ensures that accurate ticketing information and box office policies are communicated correctly to guests, donors and media.
- Assist ticket buyers with ticketing issues.
- Other duties as assigned.

**Minimum Qualifications**

- Customer Service experience
- Excellent interpersonal, written, and oral communication skills
- Excellent computer skills including Microsoft Office and CRM experience
- Availability evenings and weekends

**Preferred Skills**

- Knowledge and/or interest of theater
- Experience working in ticketing software, specifically PatronManager
- Experience working within streaming platform software e.g. ShowTix4U

Please email resume, letter of interest, and [application](#) to Victoria Larson: [vlarson@MCTinc.org](mailto:vlarson@MCTinc.org)

***No phone calls please.***

*MCT is an Equal Opportunity Employer committed to equity, diversity, inclusion and justice in our organization and our community, and thus we seek a broad spectrum of employees. We strongly encourage and welcome applicants who are Black, Indigenous or People of Color, as well as those who are from other underrepresented communities.*