

Patron Services Representative

DEPARTMENT: Patron Services

FT or PT: PT

SCHEDULE: Weekdays, weeknights, weekends

STATEMENT OF JOB

La Jolla Playhouse, one of the nation's leading not-for-profit theatres, seeks to hire a qualified Patron Services Representative. This is a part-time, non-benefited position that will work 20 - 25+ hours per week. Pay rate \$12.00/hour and the incumbent must be available to work evenings and weekends.

JOB DUTIES

The Patron Services Representative represents the La Jolla Playhouse and UC San Diego Department of Theatre & Dance to patrons, both over the telephone and in person, selling single tickets and subscriptions while providing quality customer service. The Patron Services Representative is responsible for renewing subscriptions for fixed seat subscribers. They will resolve patron complaints within the scope of their responsibility; otherwise referring the patron to Patron Services Management. The ideal candidate will provide patrons with accurate play, musical, and/or special event information ensuring a positive ticketing experience. The incumbent will assist patrons with purchasing tickets and/or subscriptions to La Jolla Playhouse events; including advising single ticket patrons of the benefits and cost-savings of subscription. In addition, the Patron Services Representative will make outbound customer service/solicitation calls to renew existing Playhouse subscribers as part of the Early Bird Renewal Phone Campaign under the direction of the Patron Services Sales Manager and Associate Director of Patron Services, process single ticket orders and subscriptions using Tessitura ticketing system including subscriber ticket exchanges, season ticket renewals and donations and maintain and update the subscriber/patron database.

In addition to the duties listed above, the Playhouse expects the following of each employee: adheres to LJP policies and procedures; works in a safe manner; performs duties as workload necessitates; maintains a positive and respectful attitude; communicates regularly with supervisor about department issues; demonstrates efficient time management and prioritizes workload; demonstrates regular and consistent attendance and punctuality; meets department productivity standards; participates in LJP events as needed or required; and completes other duties as assigned.



EMPLOYMENT OPPORTUNITIES

TO APPLY

E-mail your cover letter and resume to resumes@ljp.org. Place Patron Services Representative in the subject line of your email.

NON-DISCRIMINATION STATEMENT

The La Jolla Playhouse will not discriminate on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, gender identity, genetic information, sex or sexual orientation, or any other protected category in its hiring and employment practices, or in any other aspect of the employment relationship.