

Lead Patron Services Representative

DEPARTMENT: Communications

REPORTS TO: Associate Director of Ticketing Services

LOCATION: La Jolla, California on the beautiful campus of the University of California, San Diego

FLSA STATUS: This is a full-time, non-exempt (hourly) position, eligible for a full array of benefits including health insurance and 403(b) retirement plan

COMPENSATION: \$19.00 per hour

POSTING DATE: June 2022

HOW TO APPLY: Submit a cover letter and resume to resumes@ljp.org. Please include in the subject line - "Lead Patron Services Representative"

ORGANIZATION OVERVIEW

La Jolla Playhouse is a place where artists and audiences come together to create what's new and next in the American theatre, from Tony Award-winning productions, to imaginative programs for young audiences, to interactive experiences outside our theatre walls. Founded in 1947 by Gregory Peck, Dorothy McGuire and Mel Ferrer, the Playhouse is currently led by Tony Award winner Christopher Ashley, the Rich Family Artistic Director of La Jolla Playhouse, and Managing Director Debby Buchholz. The Playhouse is internationally renowned for the development of new plays and musicals, including mounting 105 world premieres, commissioning 60 new works, and sending 33 productions to Broadway, garnering a total of 38 Tony Awards, as well as the 1993 Tony Award for Outstanding Regional Theatre. These works include the Broadway hits *Come From Away*, *Diana* and *Memphis*, all directed by Ashley; *The Who's Tommy*; the Pulitzer Prize-winning *I Am My Own Wife*; and *Jersey Boys*.

La Jolla Playhouse is committed to diversity in all areas of our work, on and off stage. We lead with our values and encourage individuals with unique perspectives to apply. La Jolla Playhouse is proud to be an Equal Opportunity Employer (EOE).

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STATEMENT OF JOB

The Lead Patron Services Representative represents La Jolla Playhouse to patrons - over the telephone, by email correspondence, and in person - selling single tickets and subscriptions while providing exceptional customer service. This position works cohesively with all employees, sets an exemplary example to Patron Service Representatives, and may occasionally train other representatives on company ticketing processes and systems. In addition, this position is responsible for processing vouchers, processing transactions for the Learning & Engagement programs, and is required to learn additional Tessitura functions in order to provide in-house Tessitura support.

ESSENTIAL JOB DUTIES

- Responsible for opening and closing of the box office, generating daily sales reports, reconciling daily transactions, and managing banks and cash handling.
- Answer customer questions about the theatres, pricing, current promotions, and policies.
- Provide patrons with accurate play, musical and/or special event descriptions/information, ensuring a positive ticketing experience.
- Assist patrons with purchasing tickets and/or subscriptions to La Jolla Playhouse events, including advising single ticket patrons on the benefits and cost-savings of subscriptions.
- Assist patrons with exchanges, ticket donations, reprints, gift certificate purchases, and other miscellaneous transactions.
- Maintain and update subscriber/patron database.
- Assist in collection efforts for outstanding balances due.
- Coordinate performance tickets for mailing/will call/box office pick up at the theatre.
- Handle will call distribution and walk up sales for LJP performances and special events, both onsite and off.
- Make outbound customer service/solicitation calls to renew existing subscribers as part of the renewal phone campaign.
- Process subscription orders submitted by the Sales Concierges.
- Process nominal donations in accordance with the Philanthropy Department.
- Process interdepartmental ticket requests for comps, standbys, and house seats.
- Proofread internal documents and seasonal brochures.
- Act as a point person for resolving customer service issues that do not require escalation to the Senior Patron Services Manager.
- Assist in training Patron Services Representatives on the use of Tessitura and general office procedures.
- With the Associate Director of Ticketing Services and the Senior Patron Services Manager, ensure Patron Services Representatives are fully versed on all LJP events, source codes, special promotions, package offerings, etc.
- Assist the Associate Director of Ticketing Services and the Senior Patron Services Manager in VIP Celebration Night responsibilities such as ticketing and check-in as needed.
- With guidance from the Associate Director of Ticketing Services and the Senior Patron Services Manager, assist in Tessitura setup and maintenance, including but not limited to adding price types, rezoning seats, placing holds and allocations, setting up promo codes, and pulling lists and reports, ensuring that information is built and maintained with thorough accuracy and attention to detail.
- Provide support to the Associate Director of Ticketing Services on ticketing for the Playhouse Partners and Military Invitees.
- Provide backup support to the Patron Services Assistant Manager on group sales.
- Attend Tessitura and customer service-related training sessions as required.

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REQUIREMENTS & PROFICIENCIES

- 2 or more years of professional box office, customer service, or sales experience, or equivalent combination of education and experience.
- Exceptional communication, collaboration, and problem-solving skills.
- Exceptional interpersonal skills and a service-oriented approach.
- Computerized ticketing software experience (Tessitura preferred).
- High-level accuracy and attention to detail.
- Ability to use a multi-line phone system.
- Strong written and verbal communication skills.
- Experience with Microsoft Office Suite, especially Word and Excel.
- Ability to lead by example, demonstrating a positive, "can do" spirit in dealing with constituents and colleagues alike.
- Ability to maintain highly confidential information and use excellent judgement on a variety of sensitive subjects.
- Uses judgement to ask for help/guidance when issues of concern arise.
- Utilizes La Jolla Playhouse's reporting and handling procedures when necessary.
- Ability to set priorities, handle multiple assignments and meet deadlines.
- Availability to work nights, weekends, and holidays.
- Being fully vaccinated against COVID-19 by an FDA approved vaccine is a condition of employment.