

Patron Services Representative

DEPARTMENT: Marketing & Communications

CLASSIFICATION: This is a part-time, non-exempt (hourly) position (25-29 hours per week), eligible for limited benefits including paid sick leave and complimentary tickets to Playhouse performances

PAY: \$17.25 - \$18.50 per hour (DOE)

LOCATION: On-site in La Jolla, California on the beautiful campus of the University of California, San Diego

REPORTS TO: Associate Director of Ticketing Services

TO APPLY: Submit a cover letter and resume to resumes@ljp.org.

Please include in the subject line - "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 120 world premieres, commissioning more than 70 new works, and sending 36 productions to Broadway, garnering a total of 38 Tony Awards, as well as the 1993 Tony Award for Outstanding Regional Theatre.

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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ABOUT THE JOB

The Patron Services Representative represents La Jolla Playhouse to patrons - over the telephone, via email, and in-person - selling single tickets and subscriptions while providing quality customer service.

ESSENTIAL JOB DUTIES

- 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.
- Stay 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 Opening Night responsibilities such as ticketing and check-in as needed.
- Attend Tessitura and customer service-related training sessions as required.
- Other duties as assigned by the Associate Director of Ticketing Services.

REQUIREMENTS & PROFICIENCIES

- Of utmost importance for this role, the selected candidate must have excellent customer service skills and be someone who prioritizes the customer experience by demonstrating courtesy and professionalism in all interactions.
- Ability to use a multi-line phone system.
- Ticketing experience and computerized ticketing software experience (Tessitura preferred).
- Excellent verbal and written communication skills.
- Ability to interact courteously and productively with a variety of individuals, from staff and volunteers to donors and patrons.
- Ability to work with highly confidential information in a professional and ethical manner.
- Experience with Microsoft Office, especially Word and Excel.
- Flexibility and adaptability are key to success in the Box Office.
- Strong attention to detail and the desire to achieve high quality results.
- Ability to set priorities, handle multiple assignments and deadlines, and display excellent judgement.

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- Uses judgement to ask for help/guidance when issues of concern arise.
- Utilizes La Jolla Playhouse's reporting and handling procedures when necessary.
- Is a team player who thrives in a collaborative environment.
- Alignment with the mission and values of La Jolla Playhouse, including a commitment to uphold and support the Playhouse's Anti-Racism Action Plan.
- Passion for the arts – and more specifically, theatre!

PHYSICAL REQUIREMENTS

- Regular and predictable on-site attendance.
- Must be able to work a flexible schedule including nights, weekends and holidays.
- Occasionally moves about throughout Playhouse buildings and event spaces, both indoor and outdoor.