

# 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 part-time, non-exempt (hourly) position (25-29 hours per week)

**COMPENSATION:** \$16.00 per hour

**HOW TO APPLY:** Submit a cover letter and resume to [resumes@ljp.org](mailto: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 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).

## STATEMENT OF JOB

The 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 quality customer service.

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## **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.

## **REQUIREMENTS & PROFICIENCIES**

- Customer service skills
- Ability to use a multi-line phone system
- Strong written and verbal communication skills
- Strong organizational and interpersonal skills
- Experience with Microsoft Office Suite, especially Word and Excel
- Computerized ticketing software experience preferred (Tessitura)
- Availability on nights, weekends, and holidays
- Handling patron interactions in a courteous manner
- Prioritizes customer experience in interactions
- 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
- Is a team player and thrives in a collaborative environment
- Extreme attention to detail
- Passion for the arts – and more specifically, theatre!
- Being fully vaccinated against COVID-19 by an FDA approved vaccine is a condition of employment.

*Updated 9/24/21*