



## **Patron Services Associate**

### **ABOUT A NOISE WITHIN**

A Noise Within has been called “an oasis for those who love classic stories” by Los Angeles Times and is a leading regional producer based in Pasadena, Calif. ANW’s award-winning resident company is committed to representing the entire community at their state-of-the-art, 324-seat performance space. In addition to producing world-class performances of classic theatre, the organization runs robust education programs with the goal of inspiring diverse audiences of all ages, and a community-centered program – Noise Now – that expands our family by engaging with our neighboring communities and peer organizations.

ANW believes in working hard on our anti-racist practice across the whole organization. By interpreting our mission to fully engage audiences through community and artist-centered work in multiple creative disciplines, ANW is striving to be a theatre that better serves our entire community.

### **GENERAL POSITION DESCRIPTION**

A Noise Within (ANW) seeks a Patron Services Associate to assist with box office operations for the company. The Patron Services Associate, reporting to the Patron Services Manager, will serve as the primary patron contact for A Noise Within audience services, ensuring a high-quality customer experience for our patrons, and collaborating with the marketing team to build the company’s group sales program. The successful candidate will be comfortable in a fast-paced environment with a personable and friendly demeanor. They will motivate and coach front-line staff as we connect our audiences with 6 mainstage productions and numerous one-off events generating over \$1 million in ticket sales annually, with a subscription base of over 2,000 loyal patrons. As with all staff, the Patron Services Associate will also have a role in implementing and contributing to ANW’s Strategic Plan and Anti-Racism Action Plan.

### **RESPONSIBILITIES:**

#### ***Box Office & Ticketing***

- Act as the lead box office staff member in selling and distributing tickets effectively and efficiently to ANW patrons.
- Serve as a leader and positive example as a front-line customer service staff member. Train and mentor part-time box office staff in customer service, box office processes & systems, and company culture & priorities.
- Under the supervision of the Patron Services Manager, perform box office accounting tasks including daily reconciliation of all box office and Education Program cash/check revenue and weekly reconciliation and preparation of cash and check deposits.
- Assist in the hiring and training of all box office staff.
- Support the front of house team with effective communications and problem solving during performances.
- Assist in ticket inventory management, particularly as related to revenue & sales goals for each production.
- Assist the Patron Services Manager in maintaining a clean and updated database. Coach and encourage the frontline box office staff to enter data cleanly and efficiently.
- Assist the Patron Services Manager and the Development Team in instilling a fundraising culture into the box office and ticket sales process.



### **Group Sales**

- Act as the key contact for group sales leaders: work with them to ensure the best ticketing scenario for their group and excellent experience at ANW.
- Work with the Marketing Team to identify and nurture prospects for group sales within the community.

### **QUALIFICATIONS:**

- Prior experience in the performing arts, customer service, and/ or ticketing

### **SKILLS & ABILITIES**

- Eagerness and ability to learn new systems and processes
- Ability to provide excellent customer service
- Excellent communication skills
- Superior problem-solving ability under time-sensitive situations
- A good team player
- Demonstrates a commitment to equity, diversity, and inclusion initiatives and values, and to an anti-racist work culture

### **COMPENSATION & STRUCTURE:**

The position is full time, non-exempt with a salary of \$40K - \$45K annually depending on experience.

- Reports to: Patron Services Manager
- Key Collaborations: Box Office Assistants, Front of House, Marketing Team
- Office hours are to be discussed – box office is open Tuesday – Sunday 2pm-6pm plus show hours; evening and weekend work will be required.
- Hybrid work may be possible, though will be limited by time required to staff box office especially during show runs.

### **BENEFITS:**

- Company-paid HMO (employees may “buy up” to additional offered coverage)
- 11 paid holidays and one floating day
- Paid vacation and sick time
- Company-matched benefit savings plan
- Flexibility of potential hybrid work structure.

To apply, please send a cover letter and resume to [kmcmahon@anoisewithin.org](mailto:kmcmahon@anoisewithin.org). Please include “Patron Services Associate–Candidate Last Name” in the subject line. Please, no follow up calls. We invite candidates to review our anti-racism efforts here: [www.anoisewithin.org/equity-diversity-inclusion-at-anw](http://www.anoisewithin.org/equity-diversity-inclusion-at-anw). Candidates of color and from diverse backgrounds strongly encouraged to apply.