



Patron Services Lead

ABOUT A NOISE WITHIN

A Noise Within (ANW) has been called “an oasis for those who love classic stories” by Los Angeles Times and is a leading regional producer based in Pasadena, CA. 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. The Patron Services Associate, reporting to the Patron Services Manager, will serve as the primary resource for box office staff regarding audience services to ensure high-quality customer experience for our patrons. 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.

QUALITIES AND QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

- Prior experience in the performing arts, customer service, non-profit organizations and/ or ticketing preferred
- Eagerness and ability to learn new systems and processes
- Positive outlook on new and challenging interactions
- 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

RESPONSIBILITIES:

- 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. Together with the Patron Services Manager, train and mentor part-time box office staff in customer service, box office processes & systems, and company culture & priorities.
- Act as Box Office supervisor when the Patron Services Manager is not present.



- Act as first point of contact for box office part-time staff regarding issues of scheduling, box office process/procedures, ticketing information and patron interactions.
- Under the supervision of the Patron Services Manager, perform box office accounting tasks including daily reconciliation of all box office and Education Program cash and 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 Manager and their 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.
- Assist the Patron Services Manager and the Marketing Team in maintaining an up-to-date list of active promotional codes and discount opportunities.
- Act as the primary point of contact for all inquiries regarding complimentary ticket inventory and distribution, including maintaining and creating request processes and procedures
- Perform occasional research on office supplies, technology and merchandise options for box office on an as-needed basis
- Other duties as assigned

COMPENSATION & STRUCTURE:

The position is full-time, 32-40 hour per week, non-exempt with a pay rate of \$19/hour.

- Reports to: Patron Services Manager
- Key Collaborations: Box Office Assistants, Front of House, Marketing Team
- The work schedule for this role varies by week and performance schedule. *Evening and weekend work will be required.*
 - Box office is open Tuesday – Friday 1pm-5pm, **plus show hours**

BENEFITS:

- Company-paid HMO (employees may “buy up” to additional offered coverage)
- 13 paid holidays and one floating day
- Paid vacation and sick time
- Company-matched retirement plan

Not sure you meet 100% of the qualifications? Research shows that men apply for jobs when they fulfill an average of 60% of the criteria. Yet, women and other people who are systematically marginalized – including, but not limited to, BIPOC and people with disabilities – tend to only apply if they meet every requirement. ANW is working to build a more diverse and inclusive workforce and environment in which all artists can thrive and flourish. If you believe that you could excel in this role, we encourage you to apply.

To apply, please send a cover letter and resume with 3 attached references to:

sgonzalez@anoisewithin.org. Please put “Patron Services Lead – Candidate Last Name” in the subject line. Incomplete applications will not be considered. Please, no follow up calls. ANW believes in working



deeply and intentionally on our anti-racist practice across the whole organization and we invite candidates to review more information here. <https://www.anoisewithin.org/equity-diversity-inclusion-at-anw/>.