

Part-Time Patron Services Representative

GENERAL POSITION DESCRIPTION

A Noise Within (ANW), California's premiere classical theatre, is currently seeking a PART-TIME Patron Services Representative to provide exemplary customer service to our community. This opportunity is best suited for candidates with a strong commitment to customer service with experience in hospitality or retail and demonstrate an interest in performing arts or not-for-profit work.

The PART-TIME Patron Services Representative will report to the Patron Services Manager, with additional supervision from the Assistant Patron Services Manager, interacting directly with patrons and subscribers to provide a high level of customer service, achieve all sales goals, master our ticketing system and database (Spektrix), and assist in all aspects of data management, including sales reporting and patron outreach. This entry-level position will provide experience as an administrator in a successful and supportive environment.

Qualifications:

- Experience delivering high levels of customer service in-person, via phone, and email.
- Experience with box office, sales, theatre, and/or database management is a plus.
- Demonstrates a commitment to equity, diversity, and inclusion initiatives and values, and to an anti-racist work culture.
- Ability to handle confidential information with sensitivity.
- Ability to work independently and as part of a team.
- Ability to solve problems, adapt, and respond to changing work situations and deadlines.
- Attention to detail and a willingness to learn.
- Strong computer skills with the ability to quickly master and excel in Microsoft Office applications as well as ticketing and database applications. Knowledge of Spektrix or other ticketing software a plus.
- Strong organizational and time management skills with attention to detail.
- Exceptional communication and interpersonal skills to manage a wide variety of internal and external relationships.
- High School diploma or equivalent required.

Duties and Responsibilities:

- Serve as the primary point of contact for patrons of the theatre, acting as a friendly and welcoming ambassador. Process single ticket, subscription, and donation orders; handle exchanges; answer general patron questions.
- Share patron feedback with the Patron Services Manager and the marketing team.
- Actively familiarize yourself with the work of A Noise Within, including its productions, and people.
- Provide excellent customer service in all patron interactions and communicate with patrons, guests, and artists in a welcoming and professional manner.
- Stay up to date with ticketing policies, subscription packages, benefits, restrictions, and availability.
- Work to ensure a clean database and adherence to data quality standards.
- Assist in executing marketing and development campaigns where they overlap with direct patron interaction.
- Answer incoming calls & email and assist patrons in person.
- Sell, exchange, and return tickets for all events.
- Alphabetize and distribute will call tickets to patrons attending events.
- Follow proper procedures in the handling of check and credit card transactions.
- Package ticket orders and related promotional materials for mailing.
- Assist with general office work, including inventory of box office supplies, preparing mail, and replenishing brochures and postcards.
- Attend at least one dress rehearsal or performance for every production.
- Actively participate in company meetings, special events, workshops, and training as requested.
- Provide cross-departmental support and perform other duties, as assigned.
- Must be available to work evenings and weekends.

This position is part time (10 – 15 hours/week) with compensation of \$18.57 per hour. To apply, send a cover letter and resume in pdf format to careers@anoisewithin.org. Please put “Patron Services Representative – “Candidate Last Name” in the subject line. Incomplete applications will not be considered. Please, no follow-up calls. A Noise Within is an equal opportunity employer.

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. A Noise Within Theatre 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.

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 deeply and intentionally 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. We invite candidates to review more information here.

<https://www.anoisewithin.org/equity-diversity-inclusion-at-anw/>