



## **Patron Services Associate**

**Full-time (hourly)**

**Reports to Director of Patron Services**

**Compensation \$13.50-\$15.00/hour**

Arizona's professional theatre company, **Arizona Theatre Company**, is the state's only member of the respected League of Resident Theatres (LORT) – as well as the only LORT theatre nationally that performs its season in two cities: Tucson (at the historic Temple of Music and Art) and Phoenix (at the elegant Herberger Theater Center). ATC maintains offices in both Tucson and Phoenix.

ATC seeks a fulltime patron services associate to work as part of the box office team to effectively serve Arizona Theatre Company patrons and to work during ATC shows in Tucson.

### **Position Requirements:**

The ideal candidate is personable, flexible, and self-reliant, with outstanding customer service skills; is detail-oriented with strong computer skills and the ability to work simultaneously among a CRM, Outlook, and Microsoft Office programs; has great telephone etiquette and experienced computer skills; is able to work in a fast-paced work environment and multi-task. Strong typing skills are required. Box office experience and/or customer service experience is a plus. Job will be hybrid work-from-home and in the Tucson box office at the Temple of Music and Art.

### **Responsibilities Include:**

- Working with a team to manage the inflow of calls, online requests through forms, and emails including prioritizing, assigning to categories and responding through to completion
- Assisting patrons over the phone and via email in a friendly and professional manner
- Assisting with the processing of season and single ticket orders, ticket exchanges and other ticket-related requests
- Managing a portfolio of patrons with guidance
- Other duties as defined by the scope of the position

### **Competencies:**

- Self-motivated, self-starter, friendly, energetic, and an effective and efficient communicator
- Attentive to detail, accountable and deadline oriented
- Able to uphold a tone of collaboration, respect, optimism and professionalism, both internally and externally, while maintaining composure in a fast-paced setting

### **Qualifications:**

- Exceptional customer service/client relations expertise

- Thrive in a fast-paced environment
- Innovative problem-solver who is solutions-oriented
- A self-starter who can work independently as well as collaboratively
- Interest in the arts and a creative business culture; Knowledge of theatre or performing arts a plus
- Experience with Salesforce and/or Patron Manager a plus

#### **Location**

- Hybrid schedule: Temple of Music and Art box office in downtown Tucson and some work-at-home

#### **How to Apply**

Send a resume and cover letter to [ATCjobs@arizonatheatre.org](mailto:ATCjobs@arizonatheatre.org) with Patron Services Associate Fulltime in the Subject Line.

*Arizona Theatre Company is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis, including race, color, age, sex, sexual orientation, religion, disability, or national origin.*