



MATT AUGUST
KASSER FAMILY
ARTISTIC DIRECTOR

ANA ROSE O'HALLORAN
EXECUTIVE DIRECTOR

Patron Services Associate
Part-time (hourly), Remote
Reports to Director of Patron Services
Compensation \$16.00/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 Tempe Center for the Arts). ATC maintains offices in both Tucson and Tempe/Phoenix.

ATC seeks a part-time patron services associate to work as part of the box office team to effectively serve Arizona Theatre Company patrons.

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 at ATC's ticket and information office at Tempe Center for the Arts.

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, via email and in-person in a friendly and professional manner
- Assisting with the processing of season and single ticket orders, ticket exchanges and other ticket-related requests
- 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-past 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 Spektrix or other ticketing systems a plus

PO BOX 61893
PHOENIX, ARIZONA 85082

PO BOX 1631
TUCSON, ARIZONA 85702

833-ATC-SEAT
ATC.ORG



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Location

- ATC Ticket and Information Office at Tempe Center for the Arts

Days/Hours

- 24 Hours/Week, Prefer 3 8-hour days, Monday-Friday, 9 AM to 5 PM
- Can work with candidate on schedule

How to Apply

Send a resume and cover letter to ATCjobs@arizonatheatre.org with Patron Services Associate 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.

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