



PATRON SERVICES ASSOCIATE

ABOUT BROADSTAGE

BroadStage is an industry-leading performing arts producer and presenter located on Los Angeles' westside, providing a platform for the world's most compelling artists working in theatre, dance, and music and multidisciplinary artforms. Building upon our first decade, the organization is rising to meet a rapidly evolving set of needs for artists, audiences, community and campus, with the aim to advance our role as an invaluable cultural resource and artistic ambassador for greater Los Angeles.

A beacon of Santa Monica College – one of the country's most progressive, diverse, and accessible educational institutions – BroadStage harnesses the transformative power of the performing arts as essential to a well society. Established in partnership with SMC in 2008, we are actively aligned with the College's commitment to access and social mobility. Our core values of creativity, learning and belonging shape all programs on and off our stages. We provide insight and context to the widest spectrum of our communities so that they may fully experience the artists who are at the center of our work. The organization's typical in-theater season runs September through June, with some outdoor activity during the summer and programs online year-round.

Under the leadership of Artistic & Executive Director Rob Bailis, BroadStage is strengthening its impact through a new artistic vision, an expanded venue footprint, enhanced community activation and deeper alignment with SMC. Now, inside of the most extreme changes and challenges to our industry brought upon us by the pandemic, we are offered the rare opportunity to mitigate and reverse the historical biases and inequities known to our field. BroadStage is designing the future we wish to see, evolving our work for a new day and shaping the world in which we can all proudly live. We hope you'll join us as a part of our growing team.

Our mission:

BroadStage gathers artists, thinkers and audiences to celebrate our shared humanity and expand the role the arts play in the vitality of our diverse community.

Position Summary:

The Patron Services team is a critical component for upholding the values of creativity, learning, and belonging at BroadStage. This team's focus is primarily the patron's ticket-buying experience -- from first informational phone call to will-call pickup. Under the supervision of the Patron Services Manager and Box Office Supervisor, Patron Services Associates execute the organization's customer service strategy while upholding our unending mission to provide and ensure that all patrons of BroadStage are provided a theatre experience that is safe, inclusive, and enjoyable. In addition, Patron Services Associates assist with daily reporting and other administrative tasks.

Primary responsibilities

- Provide outstanding customer service to promote a great patron experience
- Conduct ticket sales, exchanges and other transactions over the phone and in person
- Complete daily, weekly and monthly reports and other administrative tasks
- Answer patrons' questions concerning events, schedules, directions, etc.
- Work will-call window prior to performances, at our venues, off-site and virtually from the office
- Process payments, accepting cash, check or credit card; ensure control of monies received at all times
- Print tickets; verify accuracy and non-duplication of seats, dates and venue; accurately package and mail tickets
- Resolve patron concerns; clarify the complaint, determine the cause, and select and explain the best solution or seek advice from a supervisor; expedite correction or adjustment; follow up to ensure resolution
- Properly respond to and archive emails sent to the Patron Services email alias
- Maintain and update patron database
- Assist Concessions and Front of House departments, as needed
- Perform other duties as assigned

Minimum requirements

- Flexible schedule, including a mix of availability for administrative shifts (Monday-Friday, 12-6pm) and box office shifts (evenings and weekends).
- Experience, ability, and commitment to working with individuals and teams that are mixed across lines of difference such as race, gender-identity, sexual orientation, religion, ability, age, class, and immigration status
- Strong attention to detail
- Customer service experience, live event ticketing environment preferred
- Ability to communicate well and follow instructions both orally and in writing
- Genuine interest in performing arts events
- Ability to problem solve and trouble shoot
- Takes initiative; can work well independently
- Ability to multi-task and prioritize
- Experience with PatronManager ticketing software or Salesforce CRM platform a plus

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit at a desk for 4-6 hours

- Specific vision abilities required by this job include focusing on and working from a computer screen and switching back and forth between multiple windows on the screen
- Telephone and headset-assisted conversations with patrons are frequent, usually while also using a computer
- While performing the duties of this job, the noise level in the work environment can be quiet to very noisy
- The employee is regularly required to use hands to handle or feel objects, tools, or controls, and reach with hands and arms
- The employee may have to climb one or more flights of stairs

This position is part time, 10-24 hours a week, with a flexible schedule including evenings and weekends.

Compensation:

\$17/hour, Part-time/Non-exempt

How to Apply:

Apply by sending a cover letter and resume to employment@broadstage.org. Please include "Patron Services Associate" in the subject line of the email, and tell us your favorite piece of performance art (theatre, dance, music, etc) in the body of the email.

At BroadStage, we believe that the performing arts are a source of joy, nourishment and connection, and that art flourishes when we all cooperate to create a space for it. BroadStage recognizes that the values of equity, diversity, inclusion, access, justice and respect must be fundamental to our work, and it is the responsibility of our staff, artists and patrons to create a welcoming environment for all. We take pride in the culture we are cultivating within our organization, as we celebrate the differences that bring us closer together.

BroadStage is an Equal Opportunity Employer and all qualified applicants for employment will have full and equal access to employment opportunities.