

**Position Title:** Patron Services Associate

**Department:** Marketing/Patron Services

**Reports to:** Patron Services Manager

**Preparation date:** July 19, 2017

**Position Category:** Part Time/Flexible

**Position Summary:**

Cincinnati Ballet is seeking enthusiastic candidates to join our Patron Services Team. Patron Services Associates provide the highest level of customer service for our patrons, as they interact both in-person and via telephone with patrons for servicing all ticketing, and occasional development initiatives at Cincinnati Ballet. The Patron Services Associate is often the first and an always a critical touch point with Patrons. The ideal candidate must professionally represent Cincinnati Ballet at all times by clearly and concisely conveying information about Cincinnati Ballet, its programming and its various offerings to our patrons. He/She will play an important role in elevating the customer experience with Cincinnati Ballet as well as helping to maintain our patron database. Our Patron Services Team is the face of Advance Sales at the Cincinnati Ballet Center as well as representative for the Company during performances at Music Hall and Aronoff Center.

**Duties and Responsibilities**

- Retain and maintain learned knowledge of ticket office software
- Process ticket purchases and exchanges both in-person and over the phone with efficiency and accuracy
- Assist customers with online ticket purchases
- Data entry of phone/mail/telemarketing/complimentary ticket orders
- Re-print ticket orders
- Handle the daily printing of tickets for either mail or will call
- Balance receipts and cash drawers at the end of each shift
- Keep current on information for all Cincinnati Ballet performances
- Convey information to assist and direct patrons accordingly for all performances
- Demonstrate familiarity with seating charts and pricing configurations
- Understand Cincinnati Ballet's ticket policies (ADA guidelines, subscriber benefits, ticket exchange policy, payments accepted, etc.)
- Maintain a clean and safe work environment
- Assist in all Patron Services projects as well as support the Marketing and Development Department
- Work in multiple work environments, i.e. Aronoff Center ticket office, Music Hall ticket office, etc. during peak performance season
- Maintain a flexible work schedule with the ability to work evenings and weekends

**Experience**

- Excellent verbal and written communication skills
- Must be self-starter who can work independently and make critical decisions

- Must be well organized and able to handle multiple tasks simultaneously
- Courteous and impeccable manners, including phone and email etiquette
- Ability to work in a fast paced environment
- Attention to detail
- Skill to handle cash responsibly and accurately
- Friendly, outgoing with great customer service skills a must
- Exceptional computer experience with Microsoft Word, Excel, various data entry and internet ordering systems, basic hardware connection and configuration knowledge
- Experience in Tessitura a plus
- Previous sales experience required
- Customer service experience a plus
- Performing arts/nonprofit experience a plus

Please direct inquires and forward a cover letter and resume to [hr@cballet.org](mailto:hr@cballet.org), Human Resources, Cincinnati Ballet, 1555 Central Avenue, Cincinnati, OH 45214

Cincinnati Ballet is an Equal Opportunity Employer. Candidates for employment are considered without regard to race, color, sex, creed, religion, national origin, sexual preference, age, non-job-related disability, or marital status.