



Patron Services Associate

The American Theatre Guild is a 501(c)(3) organization and the largest not-for-profit touring Broadway Presenter in the nation. We support Broadway seasons in several markets across the US. Our mission is key to what drives our organization, we are dedicated to providing the experience of live theatre to foster passion, inspire creativity and empower youth within our communities.

Job Duties:

- Serve as a team lead for the Patron Services department
- Provide excellent customer service to our Patrons
- Assist with keeping reference documents up to date
- Manage voicemails and follow up document
- Coordinate call lists for internal and external markets
- Complete and distribute comp vouchers
- Incoming/outgoing call campaigns
- Assist managers with internal-market sales reports.
- Provide timely, appropriate responses to emails and live chat
- Keep shared workspaces organized and clean
- Use office technology and computer/internet programs efficiently
- Stay on top of communication with management, including bulletins you may have missed on days off
- Season member ticket mailing and will call list management
- Website proofing
- Ambassadors for ATGuild at KC shows, helping our patrons and working our local shows.
- Other duties as assigned by the PSR Managers.

Requirements:

- Must have an expansive knowledge of all internal and external markets
- Meet goals and objectives of the department
- Follow the policies as stated in our employee handbook
- Ability to multi-task and learn quickly in a fast-paced environment
- Exceptional organizational skills
- Excellent written and verbal communication skills
- Proficiency with Microsoft and G-Suites, computers, phones, troubleshooting
- Desire to be proactive and innovative
- Ability to effectively communicate cross-functionally with departments

Working Conditions & Physical Demands:

- The employee is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard for up to 8 hours a day.
- The employee is often required to stand, walk, reach with arms and hands, climb or balance, and to stoop, crawl, kneel, or crouch.
- This position requires working indoors with controllable environmental condition and temperature.
- This position requires the employee to talk and hear. Requires face-to-face discussions with individuals and teams, opportunity to make decisions without supervision, mistakes are not easily correctable and have serious consequences that impact the results of co-workers, customers or the company.
- Vision abilities required by this job include close vision.
- Employee will spend prolonged hours in front of computer screens.

FLSA: Non-Exempt

DISCLAIMER: This job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position, and in no way states or implies that these are the only duties to be performed by the employee occupying this position. These duties are subject to change at the discretion of Management. Employees will be required to follow and perform any other job-related instructions and duties in compliance with Federal and State Laws. All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature

Employee Name

Date