



Title: Patron Services Lead
Department: Patron Services
Position Status: Regular Full-Time, Benefit-Eligible
Effective Date: Upon Hire

General Description: The Patron Services Lead (PSL) is responsible for ensuring the highest standards of customer service and resolving customer service issues. The role is also responsible for prospecting, promoting, selling, managing, and maintaining all patron sales. The position reports to and works closely with the Director of Sales & Patron Services, including oversight of the customer service representatives and interacting effectively with all departments.

Essential Duties and Responsibilities

- Handles inquiries and orders for season subscriptions, single ticket sales and exchanges via all sales channels, including but not limited to email, telephone, online, and at all box office counter locations.
- Maintains highest customer service standards, serving as role model for customer service representatives, and resolve customer service issues.
- Closely monitors sales, tracking by category (single tickets, multi, new, renewing).
- Works with Director of Sales & Patron Services to support marketing strategies, including all online web-based promotional efforts.
- Demonstrates proficiency in navigating and maintaining customer management systems.
- Processes and manages complimentary and trade ticket requests within policy.
- Opens all mail and distributes to departments, records receipt of donations/gifts and delivers to DFO and prepares daily sales deposits to provide to Accounting Manager.
- Assists Director of Finance with ticket sales reconciliations to prevent accounting and auditing discrepancies.
- Assists Director of Sales & Patron Services in duties as assigned including marketing, promotion, communication, and analytic activities that support the overall function, efficiency, and delivery of services by the department.
- Cross-trains in critical managerial tasks, such as reporting, building promotions and events, etc.
- Tracks content on Box Office related pages on the OBT website and TNEW. Ensures that information is current and accurate. Plans new content and/or pages as needed. Collaborates with OBT marketing staff to keep information up to date.

Position Competencies

- Strong ability to collaborate with others both internally and externally.
- Excellent customer service, communication, and organizational skills.
- Ability to thrive and succeed in a fast-paced working environment and manage multiple projects simultaneously.
- Comfortable taking direction as well as offering creative solutions.



- Skill in operation of Tessitura

Education & Work Experience

- Minimum two years of experience as a customer service representative, preferably at a performing arts organization, with a proven track record of success in a highly dynamic environment.
- Bachelor's degree or an equivalent combination of education and professional experience.
- Proficiency in Microsoft Office Suite products including Word, Excel, and PowerPoint.
- Background, or lived experience in ballet preferred but not required.

Equity

OBT is committed to a diverse, racially and culturally inclusive, and equitable workplace in which differences broaden our awareness, enrich our daily experiences, and contribute to our collective strength. We seek to understand, acknowledge, and mitigate inequities in ballet in general, and at OBT specifically.

Our Culture

Across our organization, OBT is committed to creating a culture characterized by the following: Kind. Positive. Solution-Oriented. Gratitude. Candid. Forgiving. Learning. Trust. Teamwork. Diverse, Equitable and Inclusive. Disagree Well. Compassionate. Ambassadors. Accountable.

Accommodations

As part of our commitment to equity, OBT will make reasonable accommodation to enable individuals who are differently abled to perform the primary responsibilities of this job

Security Clearance

OBT conducts background checks after a conditional offer of employment is made. OBT reviews the results of each background check individually and assesses them on a case-by-case basis for context and relevance to a job.

Supervisory Responsibility

This position has no supervisory responsibilities.

Working Conditions

This job operates in a shared professional workspace in our Bancroft Offices which includes rehearsal studios, as well as in large public theaters during season performances.

Work Schedule

Typical days and hours of work are Monday through Friday, between the hours of 9:00 a.m. to 5 p.m. or as scheduled by the Director of Sales & Patron Services. The position may require occasional evening and weekend work. Hybrid in office and remote work is allowed. This position occasionally requires extended hours and weekend work in the



theater box office locations.

Compensation

This position starts at \$40,000-\$45,000 annually, and provides full benefits, including: employer-paid medical, dental, and vision insurance; life insurance; and 25 days off annually (15 days PTO and 10 holidays). In addition, employees may elect and self-fund the following benefits: 403(b) retirement plan; short-term and/or long-term disability insurance; flexible spending account for health-related expenses and/or childcare; and additional life insurance.

Travel

Travel is minimal and is primarily local during the business day.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Oregon Ballet Theatre is an equal employment opportunity employer. Our policy is to make all employment-related decisions without regard to an employee's race, color, creed, religion, age, national origin, marital status, mental or physical disability, sexual orientation, or any other basis prohibited by local, state or federal law. This policy applies to all personnel activities including employment, promotion, compensation and termination.

Oregon Ballet Theatre does not tolerate sexual harassment of any employee by another employee, supervisor, vendor, or customer for any reason.