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## PATRON SERVICES ASSOCIATE

Reports to: Sales Operations Manager  
Schedule: September – May: 32 hours per week, Monday-Friday, 9:30 a.m. – 4:30 p.m.  
June – August: 40 hours per week, non-traditional schedule - based on Festival production schedule, includes evenings and weekends as needed  
Salary Range: \$15 - \$17/per hour (depending on experience, benefits included)

### SUMMARY:

Central City Opera (CCO) is seeking a Patron Services Associate to support the organization's box office/ticketing activities and provide outstanding customer service to our patrons. The Patron Services Associate works in the administrative box office as well as the box office in Central City during the annual summer festival. This role will also support other administrative functions for the company.

### RESPONSIBILITIES INCLUDE:

- Support all Marketing and Box Office efforts to reach ticket sales goals for the Festival and other CCO events
- Provide box office and customer service support for all Central City Opera Events
- Communicate in a positive and effective manner with patrons seeking information or assistance
- Assists Sales Operations Manager with database management and reporting
- Support fundraising, education, Guild and historic preservation events and activities as needed
- Assists with building events in ticket software system and maintaining and updating ticketing website
- Assists with creating segmented mailing lists, email lists and reports from the ticketing software system
- Support Sales Operations Manager & Marketing Department with group sales efforts, promotions and discounts
- Manage complimentary tickets and ticket donations
- Support email communications, calendar listings and other online listings
- Provide administrative support for Board of Directors activities as needed
- Provides additional administrative support including managing incoming calls, filing and mail processing
- Performs additional administrative and marketing duties as needed

### QUALIFICATIONS:

- 3-4 years of previous box office or customer service required
  - High school diploma or equivalent
  - Experience with ticketing/CRM systems (i.e. SRO, Tessitura) or other databases required
  - Strong computer skills, including experience Microsoft Office products (Outlook, Word, Excel)
  - Efficient and courteous customer service skills through phone, email and in-person service
  - Ability to perform data entry functions in a timely and accurate manner
  - Outstanding interpersonal verbal communications skills
  - Attention to detail, analytical skills and problem-solving abilities
  - Professional, positive attitude with the ability to work cooperatively with a broad range of individuals
  - Must be amenable to fluctuating work schedule during busy periods, including the summer festival
  - Evening and weekend work and driving to Central City and other event locations required
  - Bi-lingual candidates encouraged
  - Ability to lift 30 lbs.
  - Valid Driver's License
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**HOW TO APPLY:**

Please send resume and cover letter to Sara Blackwelder, Controller and Director of Human Resources, at [HR@centralcityopera.org](mailto:HR@centralcityopera.org).

Position available until filled.

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