



Patron Services Associate

Reports to:	Sales Operations Manager
Classification:	Full-time (non-exempt)
Work Schedule:	Monday–Friday, 9am–5pm (<i>early mornings, evenings and weekends as needed</i>), standard Box Office Hours: 10:00 a.m. – 4:00 p.m.
Salary Range:	\$16 – \$18.50/hour (<i>depending on experience, benefits included</i>)
Location:	Administrative office at 4875 Ward Road, Wheat Ridge, CO (some commuting to Central City during the summer festival and for other events as needed).

POSITION SUMMARY:

Central City Opera (CCO) is seeking a Patron Services Associate to support the organization's box office/ticketing activities, group sales 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 as needed.

RESPONSIBILITIES INCLUDE:

- ◆ Support all Marketing and Box Office efforts to reach ticket sales goals for the Festival and other CCO events
 - ◆ Provide excellent customer service for all Central City Opera Events
 - ◆ Fulfill ticketing orders via phone, mail, email and in-person
 - ◆ Communicate in a positive and effective manner with patrons seeking information or assistance
 - ◆ Ensures accurate and clean data when inputting information into ticketing system
 - ◆ Assists Sales Operations Manager with database management and reporting
 - ◆ Support non-festival special events and activities as needed
 - ◆ Assists with building events in ticket software system and maintaining ticketing website
 - ◆ Assists with creating segmented mailing lists, email lists and reports from the ticket system
 - ◆ Support all group sales efforts, promotions and discounts
 - ◆ Research and contact group sales prospects
 - ◆ 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
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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 Microsoft Office products (Outlook, Word, Excel)
- ◆ Efficient and courteous customer service skills through phone, email and in-person service
- ◆ Ability to type from dictation and perform computer data entry functions in a timely and accurate manner (10-key typing experience preferred)
- ◆ 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

Skills and Abilities:

- ◆ An appreciation for and fluency in talking about opera, music and the performing arts
- ◆ Patron-centric and customer service focused
- ◆ Detail-oriented and able to handle several tasks simultaneously
- ◆ Strong organizational and analytical skills
- ◆ Outstanding interpersonal skills with the ability to function in a collaborative environment while also working independently
- ◆ 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

BENEFITS

- ◆ A comprehensive benefits package including medical, dental, and vision coverage
- ◆ 100% paid life insurance and long-term disability insurance
- ◆ Generous paid time-off policy for flexible personal use and holidays
- ◆ 403(b) Retirement Plan with immediate eligibility to contribute

HOW TO APPLY:

Please send your resume and a cover letter to hr@centralityopera.org.

Position available until filled.

EQUAL EMPLOYMENT OPPORTUNITY

CCO is committed to creating and sustaining an inclusive and equitable work environment. Equity, diversity, and inclusion are core values and we are currently working to expand our capacities in these areas with company-wide understanding that this is an ongoing process that must be embedded into the fabric of the organization. We encourage candidates who identify as BIPOC, LGBTQ+, otherwise-abled, and other underrepresented identities to apply. All applications will receive consideration for employment.