



Organizational Position Description

Position Title: Patron Services Associate

GENERAL INFORMATION

WPA Payroll Title: Associate

Department: Communications & Creative Media

Title of Immediate Supervisor: Patron Services Manager

Hours: 30 hours/week, non-exempt, with occasional additional hours on an “as needed” basis

Pay Range: \$18–24/ hour

Best Consideration Date: Friday, October 15, 2021

About Washington Performing Arts:

One of the most established and honored performing arts institutions in America, Washington Performing Arts has engaged for more than half a century with artists, audiences, students, and civic life. The city is truly our stage: for decades, in venues ranging from concert halls and clubs to public parks, we have presented a tremendous range of artists and art forms, from the most distinguished symphony orchestras to both renowned and emerging artists in classical music, jazz, international genres, and more. We also have an ever-expanding artistic and educational presence on the internet, envisioning ongoing opportunities for online connection and community.

Washington Performing Arts deeply values its partnerships with local organizations and other arts institutions. Through events online and in myriad performance venues and neighborhoods, we engage international visiting artists in community programs and introduce local artists to wider audiences. We place a premium on establishing artists as a continuing presence in the lives of both young people and adults through residencies and education programs.

Our achievements have been recognized with a National Medal of Arts and with three Mayor’s Arts Awards from the DC Government. We have now embarked upon our second half-century, ever inspired by the motto of our founder, Patrick Hayes: “Everybody in, nobody out.”

Organizational Diversity & Inclusion:

In keeping with our mission and guiding principles, we seek, represent, and welcome a multiplicity of voices in everything we do from programmatic content to composition of our board and staff. Accordingly, we seek to build a team that reflects — and meets the needs of — the community we are part of, and serve. While we have made important progress, we continue to pursue that goal through intentional, focused learning and action. Hiring a diverse workforce is but one component — we strive to make Washington Performing Arts ever more inclusive, and true to our founder’s ethos of “everybody in, nobody out.” To gain the maximum benefit from our increasingly diverse team, we wish to make every employee feel welcome and motivated to do their best work. We know that we work better together in service of Washington Performing Arts’s mission, because of our differences, not despite them.

Equal Employment Opportunity Statement:

Washington Performing Arts subscribes to a policy of Equal Employment Opportunity, and will not discriminate against any employee or applicant because of race, age, sex, color, sexual orientation, physical or mental disability, protected veteran status, religion, ancestry or national origin, marital status, genetic information, political affiliation, and gender identity or expression. In addition, the District of Columbia adds protection for marital status, personal appearance, sexual orientation, family responsibilities, matriculation, or political affiliation. Minorities, Women, Protected Veterans and Individuals with Disabilities are encouraged to apply. Washington Performing Arts' employment decisions are made based on the business needs of the organization and qualifications of the applicants and employees.

POSITION INFORMATION

Position Summary/Purpose:

The Patron Services Associate is responsible for assisting the Communications & Creative Media Department in reaching its annual earned revenue goals by supporting the Patron Services Manager in achieving highest-level performance and top-quality environment for the Patron Services Office. This position is responsible for a high level of productivity and consistent excellence in patron service. The Patron Services Associate ensures phone coverage at all times, manages all ticket inventories, assists in the management of ticketing information systems and processes, and provides ticket sales reports.

Essential Duty #1: Patron Service & Communications

Percentage: 40%

Provide the highest level of patron service/relations through verbal and written communications.

- Provide leadership in ensuring phone duty coverage, seeking to limit hold times for patrons to the minimum possible.
- Maintain and communicate Patron Services policies and procedures.
- Proactively ensure brochures and other communications/organizational collateral are available at all venues for performances and the office lobby.
- Additional patron service duties as requested by Patron Services Manager and/or Director of Communications & Creative Media, including assistance with group sales solicitation and fulfillment.

Essential Duty #2: Ticketing Operations

Percentage: 30%

- Process internal/external ticket orders adhering to box office policies and procedures.
- Manage ticket inventory for all events including venue consignments, ensuring tickets are available for purchase through venues as well as discount outlets, as instructed by the Communications & Creative Media Department.
- Manage releases and holds for internal departments.
- Assist in maintaining a secure environment for financial transactions.
- Assist the Patron Services Manager in season setup, performance closeouts, and end of day settlement procedures.
- Participate in the development of improved processes to provide optimum accuracy, streamline operations, and enhance standards.
- Manage all donation and complimentary ticket programs.
- Manage the preparation and mailing of subscriptions and single tickets.

- Maintain all ticketing equipment, supplies, and printers.
- Compile regular ticket sales reports and distribute them to relevant staff.
- Additional ticketing duties as requested by Patron Services Manager.

Essential Duty #3: Staffing Performances
Percentage: 30%

- Run the Washington Performing Arts Patron Services table at performances and provide assistance to patrons who approach the table with ticketing/will call needs.
- Prepare all necessary materials for the ticket table.
- Communicate pertinent Washington Performing Arts business to partner venues and co-presenters in an efficient and timely manner.

Supervisory Responsibility: N/A
Number of Direct Reports: N/A
Names and Functional Titles of Direct Reports: N/A

Minimum Qualifications:

- Minimum 2 years experience in ticket sales or patron/customer service–related field
- Must be detailed-oriented, have the ability to multitask, and possess excellent patron service/communication skills.
- Must have basic computer literacy and be comfortable speaking on the phone for extended periods of time. Must be available to work on weekends and weekday evenings.

Essential Capabilities & Preferences

- Non-profit experience is desirable.
- Experience working within arts administration, specifically with organizations that specialize in music, is highly desirable.
- Familiarity with Tessitura or other ticketing software.
- Knowledge of Microsoft Office Suite programs and Google Suite.
- Excellent written and verbal communication skills.
- Demonstrated interest in and familiarity with a range of musical and other artistic genres

Specific Conditions of Work

- General office environment during business hours (office work conducted remotely during COVID-19 pandemic); D.C.-area performance venues for live performances
- In- person attendance to various Programming performance events
- Ability to lift 20 lbs. from time to time
- Adherence to all federal, local, and venue-specific COVID-19 measures when in person

COVID-19 Vaccination Requirement:

Washington Performing Arts values the safety of our employees and families, our patrons and visitors, artists and students, and the community at large. Effective October 15, 2021, all Washington Performing Arts employees must be fully vaccinated against COVID-19 as a condition of employment. The COVID-19 vaccines remain a critical tool for saving lives, reducing the severity of the illness in infected people, and stopping the spread of COVID-19. In support of these values, if you are selected for this job, you must be fully vaccinated against

COVID-19, except when vaccination is not medically advised or violates your sincerely held religious beliefs. If you are invited to join our team, you must submit proof that you are fully vaccinated against COVID-19 to the Washington Performing Arts' HR representative, or you must request an accommodation from the HR representative. New employees must either provide proof of vaccination or be granted a medical or religious exemption before working with Washington Performing Arts. Accommodations will be granted where they permit employees to perform the essential functions of their jobs and/ or do not cause Washington Performing Arts undue hardship or pose a direct threat to the health and safety of others.

Benefits:

This position is eligible for Full-time employee benefits. Washington Performing Arts offers a generous benefits package which includes Health, Dental, Life & Long-Term Disability Insurance, 403(b) Retirement Savings plan, and paid Holiday, Vacation, Sick, and Personal time off.

How to Apply:

- Send cover letter and resume (in attachment format) to hr@washingtonperformingarts.org with position title in subject line.
- For best consideration, please send applications by **October 8, 2021.**

Please note: Applications without a cover letter will not be considered.