

## **Music Theater Heritage**

**Job Title:** Patron Services Associate

**Status:** Part Time Hourly, Non-Exempt

**Pay Range:** \$11 -\$13 per hour, plus opportunity for tips

### **About Music Theater Heritage:**

MTH is an innovative and imaginative professional theater organization – dedicated to the appreciation and historical understanding of musical theater and its contributions to our culture. MTH entertains and educates current and future generations, with persistent focus on diversity and inclusion, for today’s performing talent and tomorrow’s developing artists. MTH operates as a fully professional Equity Theater Company as well as many Co-Productions and Special Events. MTH houses three theatrical stages, production facilities, studio space, and two public lobbies.

### **Summary:**

The Patron Services Associate is responsible for providing an exceptional Front of House experience to the patrons of Music Theater Heritage and Special Events in the MTH Theaters.

### **Essential Functions:**

- The Patron Service Associate is an essential member of the Front of House Team and will be cross trained to perform all positions in the front of house including box office sales, bar, will call, and house management
- Responsible for accurately processing subscription orders, individual ticket sales, ticket exchanges and donations by phone, mail, and in person. Provide excellent patron communications; answer telephone inquiries, respond to email, and assist in the preparation of mailings and other communications with patrons
- Maintain records for all patron services issues, recording compliments, complaints or out of the ordinary situations and aids in producing the front of house report for each performance

- Open and close the box office for performances, prepare will call tickets, sell walk up tickets and reconcile the daily register
- Work with the Front of House Team to resolve seating issues, maintain the cleanliness of the lobby and provide a superior performance experience
- Serve as a first point of contact and reception for the theater by answering phones and greeting guests in the MTH Lobbies
- Perform additional tasks as assigned

**Qualifications and requirements:**

- Ability to give full attention to what other people are saying, to actively look for ways to help people, and to be aware of others' reactions and understanding why they react as they do
- One year of customer service experience, working in retail, call center or performing arts environments
- Ability to acquire an employee liquor permit

**Knowledge, Skills and Abilities:**

- Must be able to work evenings and weekends
- Ability to interact with people from diverse backgrounds
- Ability to deliver superior customer service
- Strong communication skills
- Computer literacy
- Familiarity with ticketing software or CRMs is a plus

**Required Competencies:**

- Dependability —reliable, responsible, and dependable, and fulfills obligations
- Self-Control —maintains composure, keeps emotions in check, controls anger, and avoids aggressive behavior, even in difficult situations
- Social Orientation — ability to work effectively and efficiently with others
- Integrity —honest and ethical

- Cooperation —pleasant with others on the job and displays a friendly, cooperative attitude

**Lines of communication:**

Patron Services Associates will report directly to the Patron Services & Special Events Manager. They will collaborate with and take direction from the Box Office Supervisor, other members of management including the Bar and Facilities Manager and House Manager to create a high quality Front of House experience.

**Working Conditions:**

- Days, evenings or weekends based on current live performances
- Basic office and front of house environment
- Some light housekeeping
- Bending
- Lifting under 25lbs

**How to apply:**

Send resume and reference list to Dawn Youngs, Patron Services & Special Events Manager by emailing [dawn@mthkc.com](mailto:dawn@mthkc.com), subject line Patron Services Associate. No phone calls please.