Part Time Patron Services Representative

The American Theatre Guild is a dynamic 501(c)(3) nonprofit organization and the largest touring Broadway presenter in the nation. We proudly bring the magic of Broadway to markets across the country! Our mission is the key to what drives our organization. We are dedicated to providing the experience of live theatre to foster passion, inspire creativity and empower youth within our communities. Our passionate team strives to share the transformative power of live theatre with our patrons and nurture the artists of tomorrow.

Job Duties:

- Assist patrons via phone/in-person
- Will Call & patron lists management
- Assist with donation requests
- Assist with ADA requests
- Incoming/outgoing call campaigns
- Data entry and tracking
- Answering emails
- Season member ticket mailing
- Website checking and proofing

Requirements:

- Meet Goals and objectives
- Follow the policies as stated in our employee handbook
- Ability to multi-task and learn quickly in a fast-paced environment
- Exceptional organizational skills
- Exceptional understanding of Google suite & Microsoft 365 applications
- Comfortability with digital applications/general computer software
- Excellent written and verbal communication skills
- Desire to be proactive and innovative

Working Conditions & Physical Demands:

- The employee is often required to sit and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard for up to 8 hours a day.
- The employee is often required to stand, walk, reach with arms and hands, climb or balance, and to stoop, crawl, kneel, or crouch.
- This position requires working indoors with controllable environmental condition and temperature.
- This position requires the employee to talk and hear. Requires face-to-face discussions with individuals and teams, opportunity to make decisions without supervision, mistakes are not easily correctable and have serious consequences that impact the results of co-workers, customers or the company.
- Vision abilities required by this job include close vision.

- Employee will spend prolonged hours in front of computer screens.

FLSA: Non-Exempt

DISCLAIMER: This job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position, and in no way states or implies that these are the only duties to be performed by the employee occupying this position. These duties are subject to change at the discretion of Management. Employees will be required to follow and perform any other job-related instructions and duties in compliance with Federal and State Laws. All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.