**Luther Burbank Center for the Arts**
**Job Description**

**Job Title:** Patron and Member Services Representative
**Department:** Marketing and Patron Services
**Reports To:** Patron Services Manager
**FLSA Status:** Non-Exempt, Part-Time
**Revised Date:** 4-2-16

**Summary**
The Patron and Member Services Representative goal is to provide excellent patron service to the patrons and members of Luther Burbank Center for the Arts. This person will handle window traffic and inbound calls from the public including general inquiries (admission prices, driving directions, hours of operation, etc) and more involved out bound calls regarding ticket orders, processing memberships, group bookings, and similar programs. As a part of the Patron and Member Services team, this position is responsible for providing exceptional patron service at all times by preparing visitors for their upcoming visit to the Center and responding to visitor inquiries. Bi-lingual Spanish/English is preferred.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

**Ticket and Membership Sales**
Ability to handle a high volume of telephone calls and window transactions with a polite and professional demeanor while performing multiple tasks concurrently. Accuracy and attention to detail is crucial. Understand and accurately interface with Tessitura, the ticketing and patron management system.

**Patron Service**
Must have an outstanding patron service attitude with the ability to build long-term relationships to assist with patron retention. Answer questions and help resolve patron inquiries in accordance with policy guidelines; remain well informed of all organization programs and policies in order to provide answers to a multitude of patron questions and inquires.

**Administrative Projects**
Membership – Develop a thorough understanding of the various membership levels and benefits. Accurately complete membership letters and packets. Responsible for updates to, and the accuracy of, constituent membership records in Tessitura. Work in concert with the Development team to renew and upgrade members, as well as help identify potential new members. Work one on one with Development to resolve membership questions.

ArtReach – Responsible for the day to day administration of the ArtReach ticket program. This program gives tickets to local non-profit groups for fundraisers and for their clients to attend performances.

**Clerical**
Data entry, filing and stocking office with supplies and other basic clerical duties as assigned.

**Cashier**
Process cash, checks, credit card sales, vouchers, and gift certificates. Responsible for verification of beginning and ending cash funds, running daily sales reports, completing and closing daily deposit sheet. Must follow all security procedures.

**Supervisory Responsibilities**
This job has no supervisory responsibilities.

**Qualifications**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**
High school graduate; or one to two years related experience and/or training; or equivalent combination of education and experience.

**Language Skills**
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before patrons and employees of organization. Bi-lingual Spanish/English preferred.

**Mathematical Skills**
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability**
Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills**
To perform this job successfully, an individual should have knowledge of Windows, MS Word, and MS Outlook. Previous experience with ticketing software or database a plus.

**Other Skills and Abilities**
- Commitment to excellent patron service
- Ability to work well with others in a team environment
- Strong verbal communication skills
- Strong organizational skills and ability to see projects through to completion

- Ability to multi-task
- Ability to work independently with little direction
- Ability to innovate as needed with current processes to make the Patron and Member Services Office more efficient
- Results oriented
- Type 25 WPM
- Make routine calculations accurately and rapidly
- Maintain a calm and courteous manner under pressure
- Ability to work a varied schedule included evenings and weekends

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. Luther Burbank Center for the Arts is committed to creating a diverse work environment and is proud to be an equal opportunity employer.

To apply: Please send a cover letter and resume to HR@lutherburbankcenter.org. No phone calls please.