

Luther Burbank Center for the Arts Job Description

Job Title: Patron and Member Services Representative
Department: Programming and Patron Services
Reports To: Patron Services Manager
FLSA Status: Non-Exempt / Full-time
Revised Date: 2-21-20

Summary

This position requires weekend and evening work. The Patron and Member Services Representative goal is to provide excellent customer service to the patrons and members of the 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 several similar programs. As a part of the Patron and Member Services department, this position is responsible for providing exceptional customer 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. Must have basic computer skills and be able to understand and accurately interface with Tessitura, the ticketing and patron management database.

Customer Service

Provide excellent customer service by answering patron questions; be well informed about the LBC in order to provide answers to a multitude of customer questions and inquires. Resolve patron issues positively in accordance with policy guidelines. Remains well informed of all organization programs and policies in order to provide answers to a multitude of customer questions and inquires.

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.

Administrative Projects

Membership – Develop a thorough understanding of the various membership levels and benefits. Responsible for updating and accuracy of constituent record in Tessitura as it pertains to memberships. Represents the Patron and Member

Services Office when working one on one with Development to resolve membership issues.

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.

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.

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 customers or 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.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Other Skills and Abilities

- Commitment to excellent customer 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

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 cover letters and resume to kfinch@lutherburbankcenter.org
No phone calls please.