

Position Title: Patron Services Associate

Classification: Year-Round, Permanent Part-Time, 10-25+ hours/week including evenings & weekends, with less in the summer months

Reports to: Director of Patron Services

Pay Rate: \$22.50 per hour

Summary: The Patron Services Associate is responsible for providing excellent customer service to our patrons before, during, and after each performance or event. This position regularly fluctuates assignments supporting Box Office, Concession, and House Management duties depending on the needs of the Patron Services team.

Primary Responsibilities:

Support KPC Box Office by:

- Process subscription and single ticket purchases and exchanges in-person, by phone, mail, and internet in a helpful, friendly, and accurate manner
- Provide knowledgeable and current information to patrons in a proactive manner for all Kirkland Performance Center events
- Support KPC customer service policies by resolving all patron problems and special needs in a courteous and diplomatic manner
- Provide swift and accurate will call, ticket sales, patron inquiries, and general ticketing support for day-of show and event needs
- Maintain accurate records of patron information, sales, and correspondence in CRM database

Support KPC House Management by:

- Stock, maintain, and operate the Concessions booth including cash handling, alcohol service, and patron questions
- Clean, organize, and maintain the safety of the lobby for patrons
- Act as staff lead for volunteers on duty
- Be knowledgeable of KPC policy and be proactive and responsive to the safety and security of the facility and patrons
- Assist patrons in finding their seats, answering questions, or other needs
- Assist with nightly reports, clean-up, and client/patron needs
- Occasionally act as House Manager on duty, assisting clients/artists with FOH needs and performing all House Management duties as lead

Requirements

- Willing to work flexible hours including evenings and weekends.
- Strong communication and interpersonal skills, the ability to prioritize, and the desire to work in a fast-paced environment.
- Excellent customer service skills with a minimum of two years in a customer and/or retail service position, including sales and cash handling. Previous box office experience a plus.
- Proficiency in computer software, including Microsoft Office Suite. Online ticketing systems knowledge desired.
- Washington State Class 12 MAST Liquor License (KPC will provide training when necessary). Previous bartending experience a plus.
- Ability to work independently and on a diverse team of staff and volunteers.
- Ability to remain calm in an emergency.
- Ability to lift items up to 50lbs, stand for long periods of time, and climb/descend stairs regularly.
- **A satisfactory outcome from criminal background verification is required prior to hire.**

To apply, send resume and cover letter in PDF or WORD format to: becky@kpcenter.org

Kirkland Performance Center is an Equal Opportunity Employer.

Mission: KPC provides a gathering place where people come together to express themselves creatively, exchange ideas, share culture, and connect with one another.