

# TIBBITS OPERA FOUNDATION & ARTS COUNCIL

## JOB DESCRIPTION

**Title: Audience Services Staff**

**Reports to Audience Services Director**

Job Status: Casual part-time; hourly

May – Aug.: 20-30 hours per week, includes days, nights & weekends

Aug. – May: 10-15 hours per week as event schedule requires

### Requirements:

- Minimum – 18 years old
- Basic math skills
- Computer proficiency
- Great attitude
- Customer service skills
- Professionalism

### Job Summary:

Customer service for Tibbits theatre demonstrating professionalism and efficiency in selling tickets, dealing with the public, and fulfilling front of house responsibilities for events

### Key Responsibilities:

#### Events

- Maintain the appearance of the opera house or outdoor venue, the box office, and all public areas from the stage to the front of the building or pavilion
- Provide a smooth patron experience before, during, and after shows
- Ready the building or pavilion for patrons—unlock doors, turn on lights, refresh courtesy baskets, verify supplies and cleanliness of the facility meeting any immediate housekeeping needs
- Prepare box office as required for events— tickets printed, appropriate signage displayed, 50/50 raffle materials ready, etc.
- Step in to help with bar, 50/50 sales, or other front-of-house duties as needed
- Know and follow appropriate procedures for event management, accidents, and emergencies
- Complete proper reports, and keep open, timely communication with other staff and volunteers
- Maintain COVID procedures

#### Box Office Sales

- Provide prompt, professional, accurate customer service
- Answers phone calls, directing calls and taking ticket orders using proprietary software
- Assist with basic marketing and promotion within the theatre including website updates, in house posters, and calendar listings
- Maintain accurate records of patron contact information within database
- Assist with organizing front-of-house volunteers
- Assist with the organization of groups before and at performances
- Assist anyone who comes into contact with Tibbits at their level of expectation or higher; interact pleasantly with patrons, placate unhappy patrons, document problems, and foster a sense of pride in Tibbits

*Perform other related duties and responsibilities as required or assigned.*

Tibbits Opera Foundation is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

03/09/21, Delaney