

<b>Section I - Job Identification</b>		
<b>Job Title:</b>	Patron Relations Assistant	
<b>Employee Status:</b>	Regular part time; hourly	
<b>Department:</b>	Marketing	
<b>Reports To (Job Title):</b>	Patron Relations & Marketing Associate	
<b>Section II - Job Purpose, Scope &amp; Responsibilities</b>		
<b>Job Purpose:</b> This part time position supports the patron engagement manager with duties related to Charlotte Ballet's box office. Assistant provides excellent customer service and representation of Charlotte Ballet at all times.		
<b>Job Duties and Responsibilities:</b>		
<i>Item #</i>	<i>% of Time</i>	
1.	70%	<b>Box office coordination:</b> Assist manager with coordinating with the Blumenthal Performing Arts for all aspects of ticketing including single tickets, group sales and subscriptions. Assist manager with season set up, coordination of special ticket prices and comps, including processing donation requests. Works with the development department on management of sponsor and board ticket requests and usage. Serve as point of contact for high priority donors and patrons to assist with ticket related needs. Serve as Charlotte Ballet box office representative at majority of performances. As box office representative, work with BPA staff to provide highest level of customer service to Charlotte Ballet patrons. Assists manager with front of house set up and oversight.
2.	20%	<b>Integrated database management:</b> Assist manager with data entry and reporting as needed.
3.	10%	<b>Liaison/Marketing Lead/Administration:</b> Serve as an active member of the marketing department taking on projects and responsibilities as assigned.
	<b>100%</b>	
<b>Section III - Job Dimensions and Qualifications</b>		
<b>Internal Contacts:</b>	Executive Director; Artistic Director; Senior Staff and all other Staff; Dancers; Trustees; Advisors; and other volunteers	
<b>External Contacts:</b>	Subscription holders and prospects; Single ticket buyers and prospects; vendors; community groups; Box Office and Front-of-House staff and volunteers; BPA staff;	
<b>Education Level and Focus:</b>	Background in customer service – preferably with performance ticket sales.	
<b>Years and Type of Related Experience Required:</b>	1 Year	

**Professional/Technical  
Competencies**

- Actively participates in staff meetings and activities including attending meetings, supporting colleagues by offering information, and assisting appropriate projects and initiatives
- Has good verbal and written communications skills necessary to write clear and concise correspondence, proposals, applications and reports
- Foresees roadblocks in goal meeting and works quickly in problem solving to achieve goals in timely manner
- Works independently and to accept responsibility for designated assignments
- Complete complex projects at a high level of excellence
- Coordinates daily activities with Director of Marketing & Communications
- Promotes Charlotte Ballet both in and out of the office
- Has tact and diplomacy in all interactions, including the appropriate treatment of sensitive or confidential information and equal and fair treatment and opportunity for all
- Acts as a good steward of Charlotte Ballet's funding
- Plans and executes complex projects both autonomously and collaboratively
- Maintains a solid understanding of marketing, communications and nonprofit trends
- Display genuine enthusiasm and regularly take steps to measure and enhance work
- Comfortable working with deadlines and being flexible when unexpected opportunities arise
- Carries out projects from concept to completion, including information gathering, content development, review, editing and approvals