



PATRON RELATIONS ASSISTANT

Organization: Charlotte Ballet
Reports to: Patron Engagement Manager
Application Deadline: August 15, 2017
Hourly Wage: \$10 -\$11.50/hour, commensurate with experience

The patron relations assistant will support the patron engagement manager with duties related to Charlotte Ballet's box office and integrated database. The position will work closely with the marketing and development teams to ensure all Charlotte Ballet patrons receive the highest level of customer service. It is paramount that this position serves as an excellent representative of Charlotte Ballet and its brand at all times. **This is an hourly, part-time position with a guaranteed minimum of 20 hours per week. Ideal schedule would be 4 hours/day, Monday-Friday. Additionally, there is the potential for increased hours around performances, if desired.**

Key responsibilities:

- Serve as the main ticketing contact for donors, subscribers and other patrons.
- Assist manager in coordinating with the Blumenthal Performing Arts (BPA) for all aspects of ticketing, including single tickets, group sales and subscriptions.
- Assist manager with coordination of special ticket prices and comp tickets for internal and external stakeholders.
- Assist manager with ticket sales reporting and tracking.
- Assist manager with processing ticket donation requests.
- Assist Development department with the management of sponsor and board ticket requests and usage.
- Assist manager with front of house set-up and oversight.
- Assist with data entry and clean-up, as needed.

Qualifications:

- Background in customer service – preferably with performance ticket sales.
- Ability to learn and master ticketing software and integrated database.
- Good verbal communication skills necessary to complete over the phone inquiries and sales.
- Good written communication skills necessary to quickly compose clear and concise emails and reports.
- Positive, friendly attitude and demeanor, especially under pressure.
- Strong Excel and analytical skills for reporting and tracking.
- Ability to foresee roadblocks, quickly and creatively work to solve problems and accomplish goals in a timely manner.
- Independent worker who accepts responsibility and follows through on designated assignments.
- Ability to complete complex projects at a high level of excellence.
- Have tact and diplomacy in all interactions, including the appropriate treatment of sensitive or confidential information.
- Willingness to work as a member of a team.

To apply:

Send cover letter, resume, and desired schedule/ availability as one PDF to skpease@charlotteballet.org with "Patron Relations Assistant" as the subject line. No phone calls please.

CHARLOTTE BALLET MISSION

To provide artistically excellent programming to diverse audiences in its home of Charlotte, the Southeast region and to the varied communities it serves while on tour across the nation.