

Job Posting: Patron Services Coordinator

POSITION TITLE: Patron Services Coordinator
COMPENSATION: TBD Based on Experience
REPORTS TO: Executive Director
HOURS: Full time Mon-Friday 9am-6pm, regular hours with flexibility to work evenings, weekends & holidays

The John G. Shedd Institute for the Arts is a non-profit performing arts company, educational institute, and venue that serves Oregon with year-round professional performances, educational programs, and venue rental for non-profit organizations.

RESPONSIBILITIES: Primary project areas include, but are not limited to:

- **Supervisor:** Responsible for the scheduling, training, and supervision of the Ticket Office staff. Oversees the day to day operations of the Ticket Office, and contributes to cultivating a welcoming and professional environment for patrons, students and staff.
- **Ticketing:** Works with our ticketing and database system, Tessitura, on show builds, ticket reporting, and database maintenance. Filling of ticket orders to Shedd concerts, meals and events over the phone and in person. Responsible for insuring all Shedd ticketing policy and discounts are properly adhered to by staff. Daily cash handling, including closing out the register at the end of each day.
- **On-Site Concert Ticket Sales:** Oversees the setup, running, and breakdown of will call; including concert, will call and walk-up ticket sales, and concert settlement reporting.
- **Rental Services:** Scheduling and planning community rentals from initial inquires, through invoicing. Works closely with the Event & Hospitality Coordinator to insure events run smoothly.
- **Administrative:** Answering multiline phones and directing patrons to the appropriate parties, general offices tasks.

QUALIFICATIONS and ATTRIBUTES:

- Willing and facile learner.
- Strong communication and customer service skills. The ability to remain friendly, professional, and courteous under pressure.
- A proven combination of attention to detail and strong organizational skills. The ability to work on short- and long-term projects simultaneously.
- Ability to work collaboratively as part of a complex team. Ability to work within established guidelines and systems.
- The ability to work a flexible schedule, including nights and weekends.
- Clean and professional attire and appearance appropriate for a customer facing position.

BENEFICIAL EXPERIENCE:

- Experience supervising and training others and maintaining a professional office environment.
- Strong Microsoft Office skills; Excel, Word, Access.
- Experience working with a database.

APPLICATION PROCEDURE:

- 1) Submit resume with the addresses and phone numbers of at least 3 references familiar with applicant's qualifications.
- 2) Submit letter of application indicating interest in the position and the extent of experience in the above areas of responsibility.
- 3) No phone calls please. **Phone calls will not be accepted.**

SUBMIT APPLICATION TO:

Kayla Clark
The Shedd Institute
PO Box 1497, Eugene OR 97440-1497