

AUDIENCE SERVICES ASSOCIATE

Philadelphia Theatre Company (PTC) is seeking a part-time Audience Services Associate with a passion for helping people and excellent customer service skills to join our box office team. This position will report to both of PTC's Co-Managers of Audience Services and will support the day-to-day and showtime operations of the box office at the Suzanne Roberts Theatre. This is a public-facing position that interacts with patrons daily via email, phone, and in-person.

Duties and Responsibilities

- Supports PTC's vision of an exceptional and friendly patron services experience across all interfaces and for patrons of all backgrounds;
- Assists patrons with single ticket and subscription purchases and exchanges in-person and over the phone;
- Distribute physical and electronic will call before and during showtimes;
- Supports telemarketing initiatives and provides patrons with the most current information regarding performances, seating, programming, and venue information;
- Additional responsibilities as may be assigned.

Qualifications

Experience and Eligibility:

- Experience with ticketing/CRM software. Experience with Tessitura is a plus!
- One year of customer service experience
- Must be fully vaccinated as defined by the CDC in order to be eligible to work, per PTC's COVID-19 Vaccination Policy.

Skills and Abilities:

- Commitment to Equity, Diversity, Inclusion, and Accessibility
- Proficiency in Google Suite and Microsoft Office Suite;
- Skilled at graciously handling a wide variety of personalities;
- Aptitude for offering a positive and friendly experience to patrons of all backgrounds;
- Attention to detail, the ability to multitask, and strong time management skills;
- Ability to handle confidential information and follow best technology practices.

Working Conditions

Typical schedule while not in show runs is Monday through Friday, with the Box Office open to the public from 12pm-6pm. Typical schedule during shows will include evenings (as late as 9pm) and weekends. Hours may vary depending on the needs of the box office. The Audience Services Associate will primarily work at the Suzanne Roberts Theatre (480 S. Broad Street).

Compensation

This is a part-time position with an hourly rate of \$15 per hour.

How To Apply

Please send a resume to employment@philatheatreco.org with the subject line: Audience Services Associate. Please indicate your ability to work nights and weekends. No phone calls or drop-in visits, please. References will be requested at a later stage in the hiring process.

About Philadelphia Theatre Company

Philadelphia Theatre Company (PTC) is a leading regional theatre company (LORT D) that produces, develops, and presents entertaining and imaginative contemporary theatre focused on the American experience. PTC balances its Philadelphia roots with a national point of view that combines a taste for adventure with a dedication to new American plays and musicals. Founded in 1974, PTC has presented 201 world and Philadelphia premieres. More than 50 percent of PTC's world premieres have moved on to New York and other major cities, helping to earn Philadelphia a national reputation as a hub for new play development.

Philadelphia Theatre Company is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. We are committed to equity, diversity, and inclusion in all areas of our work, including play selection, casting, marketing and public relations efforts, recruitment of staff and volunteers, and the composition of the Board of Directors. We are especially interested in applicants who embrace our stated core values: to be ambitious, joyful, and flexible, and act with integrity and care.