POSITION TITLE: **Patron Service Representative, Part Time**

Department: **Patron Services, Box Office**

Reports to: **Patron Services Manager**

Principal Working Contacts: **Patron Services staff, Front of House staff**

Job Description:

The key responsibilities of the position are to sell and promote Sarasota Opera activities in an efficient and professional manner and to be thoroughly knowledgeable of all opera events. Must be computer literate, able to learn the ticketing software quickly and enjoy dealing with the general public.

Primary Responsibilities:

- Sell tickets to and assist patrons both in person and on the telephone in an efficient and professional manner, using Tessitura software.
- Call opera patrons with timely information, special offers and housekeeping messages.
- Be as knowledgeable as possible of all opera events.
- Be accountable for accurately entering as much applicable contact information about patrons as possible.
- Treat all patrons with utmost courtesy and respect while guiding them in their selection of seats.
- Be able to work combinations of days, evenings and weekends at certain times of the year.
- Be able to work effectively under pressure and produce accurate results.
- Other duties as assigned.

Must Submit Application by Monday, December 7

Primary Help Needed December through March

Pay: $15/hourly

Only electronic applications will be accepted. Submit a cover letter and resume to soajobs@sarasotaopera.org, Attention: Patron Services Representative, Part Time. No phone calls. EOE.

Persons from underrepresented communities are encouraged to apply. Sarasota Opera is an equal opportunity employer and does not discriminate based on race, color, national origin, religion, ancestry, sex, age, familial status, marital status, sexual orientation, gender identity and expression, disability, or genetic information. All qualified applicants are encouraged to apply. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire