



Position Title: Ticketing & Patron Services Representative
Reports to: Senior Manager of Ticketing & Patron Services
Status: Non-Exempt, Part Time, Seasonal
Works With: Ticketing and Patron Services Team
Marketing Team

Job Summary: The Ticketing and Patron Services Representative is a member of the Ticketing & Patron Services team and will perform the daily transactional and data entry functions of the Ticketing & Patron Services Center. The Ticketing and Patron Services Representative will provide patron satisfaction through excellent customer service and will strive to increase participation in Company events by using consistent, proven sales techniques in all interactions with patrons. Will also be the first point of contact with the public for Lyric Opera and is responsible for the phone and front door systems, reception, and mail systems.

Accomplish the objectives of Lyric Opera of Kansas City and the Ticketing & Patron Services Team

- Support the Company's mission to make Lyric Opera of Kansas City indispensable to the public through transformational opera experiences and broad service which captures the hearts and minds of our communities.
- Strive to create a culture that emphasizes quality, continuous improvement, and high performance.
- Maintain and present a positive attitude with public, donors, and staff.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- To increase revenue streams from- and satisfaction of- subscribers, single ticket buyers, donors, and education participants through the accurate maintenance of account records and positive promotion of company activities.
- Entry of transactions related to all ticketed Company events.
- Maintain integrity of data entry standards and customer account management per the standards set by the Kansas City Consortium.
- Maintain timeliness of data entry according to Company standards.
- Assist Ticketing and Patron Services Department with maintaining consistent messaging related to Company events.
- Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Process incoming and outgoing mail as needed.
- Receive and schedule express mail shipments (example: Federal Express, UPS, or USPS).
- Manage front door systems.
- Other duties as assigned.

This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of this position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Required Competencies:

- Ability to collaborate with staff, professional colleagues, and supporters.
- Excellent written and verbal communication skills, especially phone manner
- Proficiency in Microsoft Office (including Word, Excel, Outlook, and Power Point)

Work Environment: Work occurs in an office environment and may require attendance at performances and other Company events. While most of the work occurs in relation to a long-term plan, will be required to be flexible to changing priorities and additional projects.

Physical Demands: Most work is of a sedentary nature, sitting at a desk using a computer, phone, and other office equipment. Individual must have the ability to lift 15 pounds.

Position Type and Expected Hours of Work :

This is a part-time position. Days and hours will vary. A portion of the work may occur on evenings and/or weekends during performance periods.

Required Education and Experience

- High school diploma or equivalent.
- One to three years of experience in sales and/or customer service.
- Experience with Tessitura a plus.

Performance Measures:

The following are key items that will be utilized to evaluate performance of the work:

- Quality of data integrity in Tessitura
- Positive patron feedback regarding interactions with department
- Positive working relationship with all departments and employees

Signatures:

This job description has been approved by all levels of management:

Supervisor: _____

Human Resources: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of this position.

Employee: _____

Date: _____