



louisville ballet

Patron Services Coordinator

Department: Marketing

Reports to: Box Office Manager

ABOUT LOUISVILLE BALLE

Louisville Ballet (LB) makes moving art that respects tradition, encourages innovation, and fosters life-long learning. We inspire connection, conversation and a profound sense of community, by striving for bold collaborations, by nurturing the next generation of artists, by celebrating diversity, and by creating access for all.

As we celebrate our 70th Anniversary year and our return to the stage for the 2021/2022 Season, we pay tribute to all those that came before us, while inspiring those who will continue the tradition and innovation of one of the country's longest running ballet companies.

POSITION PURPOSE

The Patron Services Coordinator is the primary point of contact for outstanding customer service providing a high quality experience for all patrons from initial contact through the building of an ongoing relationship. This position is responsible for ticket processing, handling, distribution, reconciliation and documentation; ticketing communications; subscription assistance and more. This position collaborates with all departments to build beneficial relationships with patrons, volunteers and community members to positively impact attendance at performances, to expand subscriptions and donations, and to increase community engagement.

PRIMARY RESPONSIBILITIES

Ticketing (60%)

- Maintain and model a superior level of customer service for all patrons
- Execute ticketing sales and reporting processes via Tessitura ticketing software for all performances
- Manage day to day box office operations, including but not limited to: daily banking, internal ticket requests, show reconciliation with director of finance, oversee contract labor, track and monitor all active ticket offers
- Update show information sheets and folders
- Track and report sales goals while analyzing data trends
- Support patrons with ADA (Americans with Disabilities Act) needs
- Fulfill subscription packages and manage benefits
- Coordinate group sales and ticket distribution
- Work the box office for 1 hour before every performance

Communications (40%)

- In conjunction with marketing, prepare communications materials, including but not limited to: weekly newsletters, ticket confirmation and reminder emails, subscription material
- Segment patrons and populate lists for marketing purposes
- Serve as support for website content, ensuring complete and accurate ticket information is available

QUALIFICATIONS

- Must demonstrate a customer service mindset
- Clear, thoughtful written communications style
- Innovative and critical thinker with strong problem solving skills
- A bachelor's degree or equivalent experience is preferred
- Comfortable with technology, eager to learn, possess basic math skills
- Appreciation for performing arts preferred

ADDITIONAL INFORMATION AND BENEFITS

- **Job Type** Full-time, salaried. Standard office hours are 10am – 6pm; production weeks will require a flexible schedule including evenings and weekends. Hours over 40 in a week earn flex time at a 1:1 rate
- **Salary** \$35,000
- **Benefits** Health/Vision/Dental; employee assistance program; paid vacation; tickets to ballet performances; access to onsite physical therapy; complementary membership to Mind Body Balance classes
- **Louisville Ballet is an Equal Opportunity Employer**

TO APPLY

Email your resume in PDF format to jhankins@Louisvilleballet.org with the subject line “Patron Services Coordinator”. In the body of your email, please include a brief statement about yourself, why you are interested in the position, or your interest in performing arts. Cover letter not required.