

Northlight Theatre

Job Description
2023-2024 Season

Job Title: Patron Services Associate

Category: Regular Full-Time, Salaried, Non-Exempt

Reporting to the Director of Marketing and Communications, the Patron Services Associate works to enhance the Northlight patron experience by providing customized, Northlight-specific support within the Box Office of the North Shore Center for the Performing Arts. This individual will be trained in Northlight practices and policies as well as in the Box Office/Ticketmaster ticketing system, in order to bridge the gap between the administrative office and ticketing services, thus providing a swifter and more efficient experience for patrons. The Patron Services Associate is a member of the Northlight team and provides support as needed for institutional programs.

Primary Responsibilities:

- **CUSTOMER SERVICE:** act as Northlight representative for customer service issues escalated beyond Box Office agents; provide helpful information regarding performances, pricing, ticket and package options, and access for patrons with disabilities; assist patrons with the online purchase process; communicate relevant issues to Northlight management.
- **SUBSCRIBER SUPPORT:** Guide patrons through the subscription process, make outgoing calls to subscribers regarding package or scheduling changes, make outgoing calls to unrenewed subscribers to encourage subscription renewal, process Subscriber renewals or ticket exchanges as needed.
- **COMPLIMENTARY TICKET FULFILLMENT:** manage all aspects of complimentary ticket requests, including fulfilling orders, sending confirmations, and managing comp blackout calendars. Comp ticket programs include standard staff and company tickets, the Arts for Everyone program, ticket voucher donations, and Access performances.
- **DATA & REPORT SUPPORT:** run reports such as daily sales or capacity tracking as needed to supplement weekly Box Office reports, add customer lists to Mailchimp for Northlight communications, create method and schedule for reporting promo code and flex pass usage, add data from final show reports to ongoing tracking spreadsheets.

Additional responsibilities include but are not limited to:

- Serve as primary point of contact for Northlight Advancement Concierge Service for VIP needs
- Distribute tickets in Box Office for Opening Nights
- Coordinate Group Sales for groups of 20+ as well as smaller groups who have extensive questions or want to book on spec.
- Manage Northlight's Hot Tix inventory
- Input 'do not mail requests' across Northlight systems
- Monitor online listings for correct pricing, dates, times, and working discount codes.
- Answer and redirect calls from the NSCPAS administrative line.
- Attend Northlight All Staff Meetings
- Adhere to Northlight policies as listed in Employee Handbook.
- Perform any additional duties as assigned by Supervisor.
- This position is a team member of the Northlight staff. All staff members support Northlight at large. All personnel participate, within regularly scheduled work hours or as needed, in all Northlight functions as requested, on site and off.

Schedule & Location: Regularly Tue-Sat 10am-6pm (with exceptions for Opening Night & select special events) onsite at Northlight Theatre, 9501 Skokie Blvd in Skokie.

Qualifications: Minimum 1 year experience in customer service oriented-position. Fluency in Microsoft Office and Google docs – particularly a strong working knowledge of Excel/spreadsheets. Experience with Ticketmaster or other Box Office software preferred. Familiarity with MailChimp (or similar) a plus. Must be an efficient multi-tasker, comfortable working on multiple projects simultaneously, the ability to be self-directed as well as collaborate with others, with strong interpersonal skills and a positive and professional demeanor.