

ANTAEUS

Theatre Company

TITLE: Patron Experience Associate

STATUS: Part-Time, Non-Exempt

DEPARTMENT: Operations

REPORTS TO: Director of Operations

POSITION AVAILABLE: Ongoing

BACKGROUND

Antaeus Theatre Company is an actor-driven theater company that explores and produces timely and timeless works, grounded in our passion for the Classics. We illuminate diverse human experiences through performance, training and outreach. We believe in the transformative power of live theater.

Antaeus is located at the Kiki & David Gindler Performing Arts Center in Downtown Glendale, CA. The center includes an 80-seat theater, a reconfigurable 36-seat black box space, and a theater library.

THE POSITION

Antaeus Theatre Company seeks candidates for part-time Patron Experience Associates. This position is responsible for processing ticketing requests and providing a high level of customer service to all patrons and guests. This position will assist with Box Office operations during the running of shows and other shifts as necessary. Approximately 10-20 hours a week. Please note, Antaeus Theatre Company has instituted a mandatory COVID-19 vaccination policy for all employees. As such, proof of FDA-approved vaccination is required prior to beginning work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Key duties of the Patron Experience Associate include but are not limited to:

- Sell and process all ticket sales in AudienceView, including single tickets, subscriptions, and exchanges.
- Support the Operations team in efforts including inbound and outbound phone calls, will call operations and email correspondence.
- Maintain the highest level of customer service by corresponding with patrons in a timely manner and troubleshooting ticketing issues.

- Adhere to proper data management standards in AudienceView to ensure database and institutional information is accurate and up-to-date.
- Foster a work environment that embodies Antaeus's commitment to being a supportive and anti-racist workplace.
- Overseeing the Lobby and Theater areas prior to and during performances.
- Handling transactions for Concessions.
- Assisting with any additional Front of House needs.
- Filing evening reports at the close of each performance.
- Maintain the look and cleanliness of the Lobby area, including concessions and accessibility materials (i.e. listening devices and accompanying headsets).
- Other duties as assigned.

EXPERIENCE & QUALIFICATIONS

- Prior customer service experience; front of house and box office experience is a plus, but not required.
- Preference will be given to applicants familiar with ticketing software (preferably Audience View) or CRM database.
- Strong computer skills and knowledge of Google Suite. Must be comfortable working at a computer for extended periods of time.
- Strong organizational skills, attention to detail and ability to multitask in fast paced environments.
- Commitment to diversity, equity, inclusion and enthusiasm to work with teams with diverse identities.
- Excellent interpersonal, written and verbal communication skills
- Proven ability to work well under pressure
- Must be available nights and weekends

COMPENSATION

This position is a part-time, hourly non-exempt position with an hourly rate of \$15.50-17.00/hour, depending on experience. Two complimentary tickets to all Antaeus Theatre Company productions, and parking is provided.

HOW TO APPLY

Please send your resume to alvin@antaeus.org with the subject "Patron Experience Associate". Applications will be reviewed on a rolling basis until the positions are filled. Proof of COVID vaccination is not required at the application stage, but will be required if a job offer is extended.

All employees at Antaeus Theatre Company undertake other duties as needed and all positions require flexible

work hours, including evening and weekends. One of Antaeus's [guiding values](#) is Inclusivity: We are committed to creating a welcoming environment and deeper inclusion within our company. Antaeus strives for diversity through Company membership, Board membership, staff, inclusive casting, choice of artistic material, and through our community engagement. We are a space where all voices are heard. To support our hiring goal of identifying a highly qualified and diverse pool of candidates, we strongly encourage applicants from communities that are underrepresented in the American Theatre to apply.

For more information about Antaeus's mission, programs, and activities, please visit our website at www.antaeus.org.