

# Job Posting: Patron Services Associate

**Reports to:** Patron Services Manager

**Status:** Seasonal/Part Time/Non-Exempt



DEVON CARNEY  
ARTISTIC DIRECTOR

## POSITION DESCRIPTION

The Kansas City Ballet is seeking a part-time patron services assistant. As an important member of the Kansas City Ballet team, this guest focused position is responsible for providing information about events and general information to our patrons, troubleshooting order issues, assisting with ticket sales and service at our ticket office as well as over the phone and maintaining a friendly, organized environment at the ticket office. This position requires some work during evenings and weekends. This is a part-time, non-exempt position. Hours will vary based on Kansas City Ballet performance schedules. Peak season 20-35 hours per week. Non-Peak season 0-20 hours per week.

## Duties and Responsibilities:

### Ticket Sales:

- Sell tickets to customers for various events and shows.
- Accurately input guest data and process ticket transactions (single, subscription, ticket exchanges, etc.) in Tessitura.
- Handle ticket exchanges or cancellations when necessary.

### Customer Service:

- Greet and assist customers with inquiries regarding ticket availability, prices, schedules, and seating options.
- Create a positive and consistent experience for all guests.
- Provide information about venue policies, event details, or travel routes.
- Address customer concerns or issues with professionalism and courtesy.

### Other Duties:

- Assist with preparing daily reports related to sales and customer interactions.
- Perform basic cleaning and maintenance tasks within the ticket office.
- Help promote upcoming events or offers to customers.
- Other duties as assigned.

## QUALIFICATIONS

**Education:** High school diploma or equivalent required.

**Experience:** Previous customer service or retail experience preferred but not required.

**Skills:**

- Excellent communication and interpersonal skills, including the ability to use conflict resolution skills
- Strong customer services skills
- Ability to work well under pressure, especially during peak periods
- Ability to accurately handle cash transactions and reconciliation
- Proficiency in using computer software including Microsoft Office Products
- Ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced dynamic work environment
- Knowledge of Tessitura or comparable box office software
- Appreciation and knowledge of dance as an art form

**PREFERRED SKILLS AND ABILITIES**

- Experience with Tessitura or other ticketing software
- One year of ticket office experience

**COMPENSATION**

This is a part-time, non-exempt position. Starting rate is \$17.50 per hour.

**HOW TO APPLY:**

Interested candidates are encouraged to apply by submitting a resume, cover letter and 3 references via email to Mark Volk at [mvolk@kcballet.org](mailto:mvolk@kcballet.org).

Kansas City Ballet is an equal opportunity employer committed to a diverse, multicultural work environment. People of color, people with disabilities and people of diverse sexual orientations, gender expressions and identities are encouraged to apply.