

# San Diego Repertory Theatre



**POSITION TITLE:** Assistant Patron Services Manager  
**FLSA STATUS:** Hourly  
**REPORTS TO:** Patron Services Manager  
**DEPARTMENT:** Box Office

## **ORGANIZATION:**

**San Diego Repertory Theatre (The REP) produces intimate, provocative, inclusive theatre. We promote an interconnected community through vivid works that nourish progressive political and social values and celebrate the multiple voices of our region. We are committed to diversity both on-stage and among our staff and invite interested applicants to review our EDI statement, posted on our web site. We encourage applications from marginalized communities including black, indigenous, people of color, LGBTQIA+, women, neurodiverse, and people with disabilities.**

## **Position Summary**

The San Diego Repertory Theatre is looking for a driven, detail-oriented individual to fill the Assistant Patron Services Manager (APSM) position in the Box Office. The APSM reports directly to the Patron Services Manager (PSM) and will assist in the management of day-to-day operations in the Box Office. S/He/They will be responsible for a varied assortment of tasks to keep the Box Office running smoothly and efficiently including scheduling, show building, and problem solving. S/He/They will assist in creating a welcoming and helpful environment for patrons and staff alike. This position works closely with many other departments such as Development, Marketing, Front of House, and Production, therefore it is important that the APSM be a good communicator.

## **ROLES AND RESPONSIBILITIES**

- Collect availabilities from Patron Services Representatives in order to draft schedules for Box Office coverage.
- Process daily reports using Tessitura and Excel.
- Use Tessitura to: run reports, build shows, set up subscriptions and other packages, set up promotional codes, and process orders.
- Work with Development, Marketing, and Production to ticket and assign seats for donors, press, artists, and staff, particularly for Opening Nights.
- Work with third-party ticket vendors to sell tickets through their sites.

- Work with Production and outside production companies to set up and sell Booked In Events (BIEs) through Lyceum Events.
- Share important details about upcoming events with Box Office team to ensure everyone is aware of all shows, sales, special events, etc. to provide top-notch customer service.
- Provide training to new Box Office staff and provide ongoing training to current staff on new and updated procedures.
- Verify that the Box Office Bank has been signed in/out and contains the correct amount of money each day.
- Take checks and cash to Business Office each morning when applicable.
- Communicate effectively and promptly via phone, email, and face-to-face with patrons and staff.
- Act independently and in PSM's stead as needed, exercise independent judgment to identify and solve problems.
- Other responsibilities as amended/assigned by PSM.

### **EXPERIENCE, KNOWLEDGE, and SKILLS**

- Prior experience with Tessitura CRM is required.
- 2+ years in a customer service or similar environment preferred.
- Excellent interpersonal skills with the ability to sensitively communicate and collaborate with diverse individuals, including coworkers, staff, donors, board members, department heads, patrons, and artists who represent a variety of ethnicities, religions, genders, sexual orientations, and abilities.
- Strong organizational skills including the ability to set priorities and meet deadlines.
- Ability to perform detailed work with a high degree of accuracy.
- Ability to communicate in a professional, courteous manner in person, by e-mail and by telephone.
- Ability to work independently and in a collaborative team environment.
- Proficiency with MS Office Applications – Word, Excel and Outlook.
- Ability to work nights and weekends as needed.
- Spanish language proficiency is a plus.
- Knowledge of theatre and arts administration is a plus.

### **EDUCATION**

Associate's degree or higher is a plus but not required.

### **COMPENSATION**

This full time exempt position will receive compensation of \$19 to \$21 per hour (depending on experience) plus benefits: including paid vacation, employer sponsored health insurance, employee-paid dental and vision insurance, and participation in 403b and FSA plans.

### **TO APPLY**

Please email your resume, cover letter, and salary requirements to [plimas@sdrep.org](mailto:plimas@sdrep.org) and tell

us why you are the ideal candidate for this specific job. Form letters or resumes without a cover letter will not be considered.

*The REP is an Equal Opportunity Employer (EOE) and will not discriminate on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, gender identity, genetic information, sex or sexual orientation, or any other protected category in its hiring and employment practices, or in any other aspect of the employment relationship.*