

# KENTUCKY OPERA

## PATRON SERVICES ASSOCIATE

**CLASSIFICATION:** FULL-TIME, EXEMPT

**REPORTS TO:** CHIEF REVENUE & ADVANCEMENT OFFICER

**STARTS:** JANUARY 2022

### **ABOUT KENTUCKY OPERA**

Kentucky Opera enriches and engages our community through spectacular music, creative storytelling and the thrill of the human voice.

As the Commonwealth's official opera company, Kentucky Opera seeks to reach and reflect our entire region through our art form. We believe that the arts should be accessible to everyone, and that opera has a significant role to play in promoting a more empathetic, compassionate, and just community. Kentucky Opera is dedicated to providing opportunities for belonging and equitable representation throughout all levels of our organization. We are committed to promoting varied perspectives so as to continually foster a company that reflects, celebrates, and serves the diversity of the Commonwealth of Kentucky through opera.

### **SCOPE & PRINCIPAL ACCOUNTABILITIES**

The Patron Services Associate maintains and develops strong and positive relationships with Kentucky Opera's audience through telephone, email and in-person customer service communications. This individual extensively uses Tessitura, the company's CRM system, maintaining patron accounts, setting up campaigns, extracting lists, and supporting a robust pipeline that grows patron revenue through Kentucky Opera's ticketed performances, donor events, and all other audience-building programs. This position works closely with all departments to fulfill the mission of Kentucky Opera.

### **ESSENTIAL FUNCTIONS**

- Guide Kentucky Opera's policies and protocols for Tessitura usage
- Process event ticket orders
- Enter contributed gifts, pledges and pledge payments into Tessitura
- Process pledge and gift acknowledgment letters
- Set up Tessitura season campaigns, funds and appeals
- Monitor patron accounts for accuracy and duplications
- Build and extract lists as need and/or requested
- Coordinate set-up and training for users
- Assist with exchanges, refunds and other patron needs
- Produce and distribute weekly ticket sales and contribution reports, and other reports as requested
- Manage administrative details of special events
- Coordinate production and mailing of subscription packets and ticket orders
- Work closely with the marketing team on patron journey mapping, customer experience initiatives, and other patron-focused projects

- Staff ticket office and/or front of house at assigned performances and events
- Provide excellent customer service, addressing and documenting patron questions, needs, or concerns
- Other duties as requested or assigned

### **QUALIFICATIONS & SKILLS**

- Commitment to building an anti-racist artistic environment
- Demonstrated proficiency in Tessitura CRM management protocols and best practices
- At least 2 years' experience in a performing arts organization ticket office or development department
- Kind, communicative team player
- Patron-centric with a strong customer service ethic
- Excellent interpersonal, organizational, and verbal communications skills
- Diplomacy in handling sensitive information
- Highly self-motivated, metric driven, and goal-oriented with an acute attention to detail and the ability to manage multiple projects simultaneously
- A commitment to inclusive and equitable practices
- Proficient in Microsoft Office using pivot tables, Power BI and similar analytic tools preferred
- Must be able to work regular ticketing hours, as well as evenings and weekends
- Must have a positive attitude, be able to work as part of a high-functioning team, and possess a passion for the performing arts

### **SPECIAL REQUIREMENTS**

- Ability to work some nights and weekends
- Ability to lift 40 lbs. or more on an occasional basis – with or without assistance
- Position requires reliable personal transportation beyond the scope of existing public transportation.

### **COMPENSATION**

Salary range is \$35k - \$42k, depending on experience and demonstrated prior successes in ticketing and patron services. Kentucky Opera offers a generous benefit package, including medical insurance, as well as generous paid time off. Compare [cost of living](#) in the vibrant city of Louisville.

### **TO APPLY**

[Apply HERE](#). Kentucky Opera is an equal opportunity employer and BIPOC individuals are encouraged to apply. No phone calls, please.