

INDIANAPOLIS OPERA



JOB DESCRIPTION

JOB TITLE: Patron Relations Associate

DEPARTMENT: Box Office

REPORTS TO: General Director

POSITION SUMMARY:

The Patron Relations Associate operates daily box office functions relating to subscription sales, single tickets, and the company's special events. This does include marketing events and email campaigns.

RESPONSIBILITIES:

- Execute day-to-day ticket office duties
- Process and print ticket orders
- Enter patron information into Patron Manager
- Run daily and weekly box office reports
- Prepare box office for special events, performances, or other functions
- Manage database by verifying quality of information
- Assist with marketing events through email campaigns
- Fluency in the Patron Manager System or Salesforce a plus, but will train

MINIMUM REQUIREMENTS:

Bachelors degree is preferred in Arts Management/Administration, Business Administration/Marketing, Communications/Marketing or a related field. Must be responsible and not divulge personal donor information. Candidate must have the ability to multi-task. Must have the ability to deal with many distinct personalities and handle difficult situations with flexible demeanor and decorum. A basic understanding of box office functions or have previous experience within a professional performing arts organization is preferred. Candidate must also consent to a background check.

TECHNICAL PROFICIENCIES:

- Proficiency in word processing, excel, and database programs.
- Strong organizational and administrative skills.
- Excellent written and verbal communication skills.
- Ability to work productively under time pressure and meet deadlines.
- Be a self-starter who can work independently

TIME REQUIREMENT:

Approximately 30 hours per week. Benefits of position would be training in all ticket sales and database management and flexible scheduling. Potential to lead to full time employment.

CONTENT OF CONFIDENTIAL INFORMATION:

Birth dates, Address, Credit Card information, personal e-mails and phone numbers, etc.

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The logo for Indianapolis Opera features a stylized, golden, circular emblem with a vertical red line passing through its center, resembling a stylized 'O' or a musical note.

TO APPLY: Email your resume and cover letter outlining your learning goals and objectives for this internship to Michael Walker at walker@indyopera.org. If you have additional questions contact David Starkey at starkey@indyopera.org.