

## JOB DESCRIPTION

**JOB TITLE:** Patron Relations Associate

**DEPARTMENT:** Marketing

**REPORTS TO:** General Director

---

**POSITION SUMMARY:**

The Patron Relations Associate operates box office functions relating to subscription sales, single tickets, and the company's special events.

**TIME REQUIREMENT:**

15-20 hours per week. Flexible scheduling. Promotion is possible.

---

**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

**MINIMUM REQUIREMENTS:**

Working towards Bachelor's degree 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 PROFICENCIES:**

- Proficiency in word processing, excel, and database programs (CRM systems) – will train.
- Fluency in the Patron Manager System or Salesforce a plus, but will train
- 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

**TO APPLY:** Email your resume and cover letter outlining your learning goals and objectives for this part-time position to David Starkey at [starkey@indyopera.org](mailto:starkey@indyopera.org).