



Position: Audience Services Representative
Department: Marketing & Communications
Reports to: Audience Services Manager
Status: Part-time, non-exempt
Hours: Monday – Friday, some nights and weekends, 15-25 hours/week
Hourly wage: \$11.50

SUMMARY: This entry-level, part-time position provides excellent customer service to all Minnesota Opera patrons via multiple channels (inbound and outbound calls, email, mail, in person) and supports daily Ticket Office operations. Audience Services Representatives will possess expert knowledge of Minnesota Opera performances and events, and will go above and beyond to ensure an extraordinary customer experience, both at the Opera Center in Minneapolis and at the Ordway in St. Paul.

RESPONSIBILITIES:

- Provides exceptional, concierge-style customer service for Minnesota Opera patrons in the Ticket Office, call center, at performances, and other events.
- Provides clear and accurate information to patrons regarding Opera performances, events, and policies.
- Serves as an Opera ambassador by facilitating orders and responding to inquiries via multiple channels.
- Processes subscription orders, single ticket orders, exchanges, ticket donations, and contributions; ensures accuracy for financial accountability and reporting.
- Uses sales-through-service approach in targeted outbound sales and fundraising efforts.
- Makes recommendations and upsell suggestions (tickets, events, memberships) to build patron affinity.
- Fields customer service issues, records feedback, and communicates pertinent information to managers.
- Assists with maintenance of the patron database.
- Contributes to team effort by accomplishing related results as needed.

QUALIFICATIONS:

- Exemplary customer service and sales ability required.
- Strong computer skills required; working knowledge of Microsoft Office and Outlook preferred.
- Ticketing services or hospitality experience preferred; experience with SRO, Patron Edge, or Raiser’s Edge a plus.
- Engaging personality – good work ethic, high standards, discretion, maturity, and composure, especially when under pressure.
- Strong communication, quantitative, and organization skills.
- Ability to work flexible daytime hours, some nights, and weekends as required by the Opera’s schedule and sales cycles
- Interest in and enthusiasm for opera, music, and/or the performing arts.

TO APPLY: Submit cover letter and résumé with 2 references via email to:
Kevin Beckey
Audience Services Manager
kbeckey@mnopera.org
Minnesota Opera
620 North First Street
Minneapolis, MN 55401

Minnesota Opera is an Equal Opportunity Employer