



**Position:** Patron Services Representative  
**Department:** Marketing & Communications  
**Reports to:** Patron 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 Patron Services operations. Patron 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 at the Opera 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 help 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 projects by completing related tasks as needed.

#### **QUALIFICATIONS:**

- Exemplary customer service and sales ability required.
- Strong computer skills required; working knowledge of Microsoft Office and Outlook preferred.
- Ticketing, hospitality, or retail experience preferred
- 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 a one page résumé via email no later than September 1<sup>st</sup>, 2017 to:  
Kevin Beckey  
Patron Services Manager  
[kbeckey@mnopera.org](mailto:kbeckey@mnopera.org)  
Minnesota Opera  
620 North First Street  
Minneapolis, MN 55401

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