

SEATTLE OPERA.

OPEN POSITION

AUDIENCE SERVICES REPRESENTATIVE - SEASONAL

Department: MARKETING/TICKETING

Location: SEATTLE, WA

FLSA Status: NON-EXEMPT (eligible for overtime)

Position Status: SEASONAL, PART-TIME

Position Location: PRIMARILY ONSITE, SEE BELOW FOR REMOTE WORK ELIGIBILITY

Compensation: **\$22.58/hour. This position is represented by I.A.T.S.E. Local 15 and future wages and benefits will be set in accordance with the CBA.**

Reports to: AUDIENCE SERVICES AND GROUP SALES MANAGER

Start Date: SEPTEMBER 15, 2025 strongly preferred

POSITION SUMMARY

This position is responsible for providing excellent service to a diverse audience through ticketing transactions and general information dissemination by phone, online, and in person. Work includes occasional nights and weekends at Seattle Opera performances.

Essential Duties and Responsibilities include the following. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual should be able to perform each essential duty satisfactorily.

- This position acts as the first point of contact for many of Seattle Opera's patrons and is expected to provide excellent service at all times.
- Provide information and personalized assistance to customers by phone, mail, chat, email, and in person. This includes single and subscription ticket sales, exchanges, refunds, and customer service issue resolution.
- Communicate internally across departments to ensure a consistent and quality experience among our patronage.
- Fulfill operational duties as assigned, including but not limited to: packaging tickets, scanning documents, and general data entry.
- During performance weeks, work occasional nights and weekends as a Concierge, Hall Ambassador or Box Office Representative.
- Occasional assistance with BRAVO! & other Seattle Opera events, which may have age requirements due to alcohol service.
- Other Audience Services duties as assigned.

POSITION REQUIREMENTS

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Strong interpersonal and customer service skills.
- 1 year of Customer Service is preferred.
- Strong computer skills are required, especially with Windows applications.
- Able to work diplomatically with a variety of individuals, both internally in the office and externally with the public.
- Comfortable communicating over the phone, leaving voicemails, and troubleshooting other unique communication challenges.
- Strong written communication skills are required for patron exchanges via email & online chats using proper grammar, punctuation, and spelling.
- A self-motivator and effective problem solver who is able to maintain poise and professionalism under pressure.
- Bonus if you have knowledge of ticketing systems (particularly Tessitura). Training is provided.
- Extra bonus if you have Knowledge about and a passion for opera

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this Job, the employee is regularly required to lift and/or move up to 15 pounds while staging marketing materials, moving boxes, etc. The employee is regularly required to sit for long periods of time; and speak to patrons on the phone.

TYPICAL WORK SCHEDULE AND REQUIRED ATTENDANCE:

Must be able to work a flexible schedule. Ability to work dress rehearsal and performance nights/weekends as well as daytime hours. This requires weekend daytime and evening shifts during the production season.

- Audience Services is regularly open Monday through Friday, from 10 am to 6 pm, with additional hours on performance Saturdays.
- The Box Office opens one and a half hours in advance of performances at McCaw Hall, and one hour in advance of performances at other locations.
- Part-time positions are typically scheduled for 20-24 hours per week, with additional hours possible during peak times.

Following are the run dates of the 2025-26 Season. There will be other event dates announced throughout the season.

- 10/13-11/1 - The Pirates of Penzance
- 12/8-13 - Anita Spritzer's Gay Apparel
- 1/12-18 - Daphne in Concert
- 2/16-3/1 - Fellow Travelers
- 4/27-5/17 - Carmen
- Additional possible weekend dates: 10/4, 11/22, 1/29-30, and 3/13-15

REMOTE WORK:

To qualify for remote work options, employee must have worked for Seattle Opera for one year and have completed at least 1,040 hours of work. Any remote work must be approved and scheduled in advanced by the Audience Services Manager and Associate Director of Marketing Sales and Services. The total number of Audience Services representatives working remotely on any one day may be limited, at the discretion of the manager, to make sure there is coverage. There cannot be more than two Audience Services representatives working remotely at once.

Permanent, regular remote work will not be considered for this role. Seattle Opera will provide a laptop and the equipment to run the softphone feature of the phone system. A reliable and robust internet connection is required to run Tessitura and the phone queue simultaneously without interruption. The employee must provide and have access to high-speed internet service at their remote workplace. We recommend at least 25Mbps per person that is working from the same internet connection.

SPECIAL REQUIREMENTS:

BACKGROUND CHECK

Seattle Opera engages a third-party vendor to conduct background checks for all employees. Offer of employment is contingent upon the candidate successfully passing the background check. Any information unrelated to job duties will not be evaluated or have an adverse impact on employment.

POSITION DETAILS

BENEFITS

Seattle Opera provides a generous benefits package which currently includes:

- Vacation time accrued on a pro-rated basis
- Sick time per Seattle's Safe and Sick time ordinance
- Paid holidays that occur when an employee is regularly scheduled
- Employee-funded 403(b) Savings Plan
- Fully Funded Orca Regional Passport card, or 50% funded, special rate Seattle Center parking pass
- Staff ticket comps and class discounts

EQUAL EMPLOYMENT OPPORTUNITY

Seattle Opera is committed to racial equity and to dismantling historic barriers of oppression by creating an inclusive and equitable workplace. We believe that having staff, interns, and volunteers with diverse backgrounds enables us to better meet our mission. Seattle Opera is a proud Equal Opportunity Employer and provides equal access and opportunity to anyone who qualifies, regardless of sex, race, age, color, religion, mental or physical disability, national origin, sexual orientation, gender identity and expression and/or military status.

Learn more about our commitment to Equity and our Racial Equity and Social Impact Plan:
<https://www.seattleopera.org/about/commitment-to-equity/>

APPLICATION

To Apply, email your resume and a cover letter highlighting your interest in the position and why you feel your experiences will be a good match for the role. Please put "AUDIENCE SERVICES REP" in the subject line and email to: **Jobs@seattleopera.org**

Applications will be reviewed on a rolling basis and interviews will begin immediately.

When you submit your application, you will receive an automated message noting your materials have been received. Unfortunately, we cannot respond to all applicants due to the high volume of resumes submitted. No phone calls, please.