

# SEATTLE OPERA.

## AUDIENCE SERVICES LEAD REPRESENTATIVE

Seattle Opera is accepting applications for the position of Audience Services Lead Representative. This 40-hours-a-week full-time, hourly position reports to the Patron Experience Manager.

Seattle Opera is committed to racial equity and to dismantling historic barriers of oppression. People of Color are encouraged to apply and audition for all Seattle Opera job opportunities. Learn more about our Commitment to Equity and our three-year Racial Equity and Social Impact Plan at [www.seattleopera.org/equity](http://www.seattleopera.org/equity).

### PRIMARY RESPONSIBILITIES

Successful candidates for this position shall provide excellent service to a diverse audience through ticketing transactions and general information dissemination by phone, online, and in person. Work regularly includes occasional nights and weekends at Seattle Opera performances.

### PRIMARY DUTIES

- This position acts as the first point of contact for many of Seattle Opera's patrons, and must provide excellent service at all times.
- Provide personalized information and assistance to customers by phone, mail, chat, email, and in person. This includes single and subscription ticket sales, program offerings, exchanges, refunds, and resolving customer service issues.
- 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 and/or Box Office Representative.
- Assist with shadowing and training new part-time, hourly staff.
- Assist with regular mailings and light office functions.
- Occasional assistance with BRAVO! & other Seattle Opera events, which may have age requirements due to alcohol service.
- Other duties as assigned.

### DESIRED ATTRIBUTES

- Must have strong interpersonal and customer service skills.

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- Strong computer skills are required, especially with Windows applications.
- Must be able to work diplomatically with a variety of individuals, both internally in the office and externally with the public.
- Knowledge of customer database management and/or ticketing systems (particularly Tessitura) is strongly preferred.
- Must be a self-motivator and effective problem solver who is able to maintain poise and professionalism under pressure.
- Must be 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.

## **SPECIAL REQUIREMENTS**

Must have flexible schedule. Ability to work dress rehearsal and performance nights/weekends as well as daytime hours. This includes weekend daytime and evening shifts during the production season. During peak performance season there may be need for overtime, depending on scheduling. While much of the schedule for this position will be during regular business hours, there will be need for flexibility during performances, as schedules will fluctuate.

## **COMPENSATION**

\$17.51 per hour. Seattle Opera offers a generous benefit plan including medical, dental, life and disability insurance.

## **CONTACT**

Qualified candidates are welcomed to submit a cover letter and resume to [jobs@seattleopera.org](mailto:jobs@seattleopera.org) with "Audience Services Lead Representative" in the subject line. No phone calls please.