

Patron Services Associate

Job Description

Department: Cal Performances
Classification: Assistant III
Title Code: 4722C Non-Exempt
Percent Time: 100 %
Supervisor's Title: Ticket Services Manager
Personnel Program: Clerical & Allied Services Unit (CX)

Introduction

Cal Performances of University of California, Berkeley is recruiting a **Patron Services Associate**.

Cal Performances presents and produces outstanding artists from the Bay Area, the United States, and around the world in performances and community programs which promote excellence, innovation, diversity, education, and community involvement, with the fundamental belief that the arts are vital to our society locally, nationally, and internationally. To learn more about Cal Performances, please visit <https://calperformances.org/>.

The **Patron Services Associate** reports to the Ticket Services Manager and is a front-line customer service representative and data-base expert that can adeptly respond to patron's needs. They will also work internally to set-up and maintain the procedures needed to ensure a smooth flow of information and resolution of customer service issues. Success requires the ability to collaborate with staff in the Development, Marketing, Box Office, Operations, and Artistic departments and a strong understanding of the needs and motivations of a curious, diverse, and deeply engaged base of performing arts fans.

Responsibilities

Duties include but are not limited to:

Donor and Patron Services (outward serving)

Resolving Customer Service Issues

- Respond to inquiries that come in through the donor information and ticketing email and phone lines
- Take, confirm, and track Cafe Zellerbach reservation requests
- Act as concierge for patrons who have questions regarding education events, donor events and services, and how to enhance their experience with Cal Performances
- Provide ticket office support for Special Events as needed

Donor Ticketing Services

- Conduct personal ticket office appointments with Producer's Circle donors as needed
- Seat donors during the subscription period
- Process donor exchange and purchase requests
- Assist in ticket hold management
- Assist in accurately processing incoming orders

Parking

- Coordinate the reserved parking program for all donors of \$750 or more and other VIP's, including interfacing with the Parking and Transportation Department to make initial reservations, update reservations, and provide guest lists.
- Process reserved parking requests and payments in Tessitura and liase with the Parking and Transportation department to ensure bookings are made

Ticket Office Support

- Supervise Ticket Office for events as needed
- Supervise Ticket Office daily operations as needed

Development Department support

- Record minutes for select committee meetings as needed

Operational Support (internal service)

Gift entry

- Accurately process all incoming gifts, pledges, and payments to Cal Performances
- Serve as primary resource to all departments for all questions pertaining to completing gift acceptance forms, gift processing procedures, and donor recognition
- Using Tessitura export and Word mail merge functions, generate Friends acknowledgment letters
- Process and print appropriate membership cards for new and renewing donors

Event setup and maintenance

- Create and maintain reserved parking season performances in Tessitura
- Assist Ticket Services Manager in auxiliary event set up and maintenance as needed.

Data services

- Update Tessitura biographical information – including addresses, business information, associations, addressee and salutations-received through gift transmittal, direct mail response, checks, and other related sources
- Serve on the Tessitura user workgroup and lead improvement projects as appropriate
- Create and fine-tune internal systems to ensure patrons needs are met

Reporting

- Generate and distribute weekly attendance reports
- Create and distribute guest lists for auxiliary events
- Generate and distribute weekly gift reports
- Maintain donor recognition lists and update and share with program book editor on a monthly basis
- Conduct income and expense reconciliations with Finance Department

Skills, Knowledge & Abilities

Required Qualifications:

- Bachelor's degree or equivalent experience
- Knowledge of Tessitura software strongly preferred
- Prior experience in customer service and/or donor relations.
- Excellent computer skills and facility with Excel, Word, database programs and spreadsheet applications
- Excellent word processing, proofreading, and organizational skills
- Exceptional written communication skills and ability to compose error-free correspondence
- Excellent written and verbal communication and customer service skills
- Highly developed attention to detail and the ability to achieve deadlines
- Ability to take initiative and work independently on projects as well as a collaborative team player
- Must be able to effectively problem-solve, prioritize and complete multiple tasks
- Possess good analytic and mathematical skills
- Ability to work well with diverse personalities
- Availability to work some nights and weekends
- Must be able to successfully pass a criminal background check.
- Knowledge of, experience in, or a passion for the performing arts, preferred

Other Information:**Working Conditions**

Primary work schedule is 8am to 5pm, Monday through Friday, with the potential for longer hours during critical periods and special events. This job requires working some evenings and weekends as needed. The incumbent has the possibility of performing this job remotely 2-3 days a week, but not full time.

Union Information:

This position is governed by the terms and conditions in the agreement for the Clerical & Allied Services Unit (CX) between the University of California and Teamsters Local 2010. The current bargaining agreement manual can be found at: <http://ucnet.universityofcalifornia.edu/labor/bargaining-units/cx/index.html>

Please visit <https://jobs.berkeley.edu/> (search by the Job ID # 21635) or go to https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH_JOB.GBL?Page=HRS_APP_JBPST&Action=U&FOCUS=Applicant&SiteId=21&JobOpeningId=21635&PostingSeq=1 for a complete job description and to apply.