



## **Audience Services Associates**

TheaterWorks Hartford is looking to hire someone to join our Audience Services Team. Seeking a charismatic customer service employee to work face-to-face with our audience in Box Office and House Management. Schedules vary. Weekends a must. Part-time opportunity. Work is in-person.

Viable candidates should be outgoing, comfortable working face-to-face with the public, able to problem solve under pressure, paying close attention to detail. Excellent reliability necessary.

Face-to-face customer service experience is a must. Candidates need to be Mac proficient with strong skills in Word and Excel. Knowledge of ticketing systems or a CRM system a plus. Previous theater experience preferred.

The most important and primary focus of the Audience Services team is to ensure that our patrons are well taken care of throughout the purchasing process and during event attendance. The team acts as host(s) making patrons feel welcome, authentically cared for and appreciated. Excellent Patron experience is our top priority.

### **Primary Responsibilities:**

- Bring concierge level customer service to all who walk through TWH's doors
- Provide ticketing services including exchanges, purchases, refunds and processing donations
- Lead the Front of House team consisting of part-time employees, Interns and/or volunteers to ensure Patrons have a wonderful experience

### **Other Requirements:**

- Ability to work in a fast-paced, fun environment with patience, flexibility, and a positive attitude
- Take pride in your work
- Function independently while operating effectively within a team
- Reliable transportation

Please email cover letter, resume and references to the attention of Joshua Demers at [info@twhartford.org](mailto:info@twhartford.org). Email subject line should read "Audience Services Search". TheaterWorks Hartford is an Equal Opportunity Employer. BIPOC candidates strongly encouraged to apply.