



Cincinnati Playhouse in the Park is an Equal Opportunity Employer (EEO) and is committed to fostering a culture of diversity and inclusion in all areas of its work, both on and offstage. Qualified individuals who bring diverse perspectives and life experiences to the workplace are especially encouraged to apply.

Position: Patron Services Associate

Department: Patron Services

Reports to: Patron Services Director and Assistant Patron Services Manager

Classification: full time, hourly, 35 hours/week with benefits

Pay: 20.00/hr

Position Overview:

The Patron Services Associate provides excellent customer service for all aspects of ticketing operations and sales, both in-person and via the phone using the Tessitura arts enterprise system. The position works primarily in the Box Office but may also have required duties in parking garage (outside) and in other spaces within the facility. Reports to both the Patron Services Director and Assistant Patron Services Manager.

The position will require work outside normal business hours, including evenings and weekends.

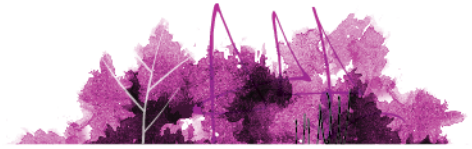
Position Responsibilities include but are not limited to:

- Sell tickets/products in person and via the telephone to Playhouse patrons using the Tessitura arts enterprise system.
- Provide the highest level of customer service by proactively responding to the needs of Playhouse patrons and building relationships with people of diverse backgrounds, personalities and working styles.
- Enhance the development of ongoing and repeat business relationships with patrons. Address concerns and requests promptly; determine ways to improve patron experiences going forward.
- Understand the functions and processes of other areas in the overall Patron Services department and collaborate to help develop and implement best practices for all patron touch points including ticketing operations, group sales, outbound and inbound phone calls, parking, bar and front of house.
- Ensure consistent messaging, data tracking and reporting of patron transactions within the departments using Tessitura.
- Serve as lead service representative during performances when the managers are not on duty.
- Assist with training part-time staff.
- Assist with system duties in Tessitura, including but not limited to building events, promotion codes and reporting.
- Serve as leader on Box Office projects, including but not limited to taking the lead on assisting with scheduling, fulfilling donation requests and checking wait lists, among other regular projects.
- Serve as the point of contact with selected group sales accounts who require additional relationship management and/or special handling.

Work Environment & Physical Demands:

- Position is primarily located in a climate-controlled office, except when working as parking attendant during performances as needed. There is potentially occasional offsite work including both indoors and outdoors.

PLAY IN THE PARK
CINCINNATI **HOUSE**



- Digital dexterity and hand/eye coordination in operation of standard office equipment (computers, phones, photocopiers and filing cabinets).
- Position is generally sedentary, and the employee may sit for long periods of time working at a computer screen (90% or more of their workday). Serving as parking attendant requires standing and moving in an outside environment.
- Position requires a minimum amount of external activity, but on occasion may require local travel to other worksites.
- Light Lifting, carrying, pushing, pulling of supplies, files, etc.: generally, up to 10 lbs. and occasionally up to 25 lbs.
- Occasional stooping, kneeling, crouching.
- Ability to speak clearly and hear/listen to employees/clients via phone or in person.
- While performing the duties of this job, the employee is regularly required to talk, hear, listen, speak, climb stairs, walk and occasionally run.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

To apply: Please send a resume and cover letter to Julia Hasl Miller, Assistant Patron Services Manager, at julia.haslmiller@cincyplay.com.

6-17-26