



Job Description

Patron Services and Operations Associate:

CMT San Jose seeks a well-rounded Patron Services and Operations Associate to support the box office and program sales departments. The person in this role is first and foremost, an ambassador of the organization, answering questions and providing a welcoming environment for new and veteran participants and theater patrons. This new full-time role will work closely with box office, education and development staff to promote annual artistic programs and classes, group sales, and ticketing. Light finance department support as needed. The new associate will be responsible for office facility needs and organizational support for staff and volunteers. Candidate should be highly organized, proactive, able to multi-task, and work with a team. Friendly, personable skills a must. Reports directly to Box Office Manager and Managing Director.

Responsibilities include:

Patron Services

- Manage in person, phone and online ticket sales
- Support VIP subscribers and donors with ticketing needs
- Operate theater box office for one - two performances during each production run
- Solid understanding of VBO (patron ticketing service) to input data and general reports of ticket revenue, patron attendance, student matinee groups, and participant entries
- Work with box office manager and education manager to expand group sales outreach and sales
- Oversee and execute ticket vouchers and donations for other local nonprofits
- Maintain and communicate about program opportunities and waitlists
- Offer general support to Box Office Manager as needs arise for subscribers, exchanges, and ticket inquiries
- Provide ticketing support for Special Events as needed

Program Support

- Answer phones, respond to voicemail and email inquiries about classes and artistic programming

- Support audition process for Rising Stars and Mainstage productions (schedule coordinated among CMT staff members)
- Room set-up for meetings and presentations
- Coordinate annual parking for VIP subscribers and production parking for volunteers
- Offer support for annual special events including Preview Night, Honors Night, Donor events, and annual gala.

Development

- Work with development manager to create and mail donor communication
- Data entry to support donor database

Finance

- Support finance department with general filing, shredding and organizational tasks
- Prepare weekly bank deposits
- Manage credit card statements and bank statements

Operational Support

- Manage front office to accept deliveries and ensure that supplies are well stocked and ordered in timely manner (includes Office supplies, kitchen basics, printer ink, postage meter for both front office and set shop)
- Oversee facility needs including communication with janitorial staff, maintenance team, alarm company
- Maintain studio calendar for staff and volunteers
- Clean and organize kitchen and printer area on daily basis
- Organize lost and found

Required Qualifications:

- 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
- Strong 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

Interested candidates, submit cover letter and resume to dana@cmts.org

- 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
- Availability to work some nights and weekends

Understanding of CMT programming, passion for the arts a plus!

CMT is an at-will employer and does not discriminate on the basis of age, sex, ethnicity or sexual orientation.