



## **Patron Services Specialist**

### **About Ballet Memphis**

Ballet Memphis aspires to reveal and celebrate the universality of the human experience through dance and movement. The organization was founded in 1986 with the mission to create a ballet company that is reflective of our community and the nation by creating, presenting and teaching ballet in a way that celebrates the human spirit. Over the years, our professional company has developed an extensive original repertoire that spotlights the unique cultural significance of our region. This work has been shared with audiences at home and at venues around the nation, including the Joyce Theater in New York City and the John F. Kennedy Center for the Performing Arts in Washington, D.C., among others. Today, Ballet Memphis operates through four program pillars: a professional dance company, a ballet school and advanced youth ensemble, robust Pilates and wellness offerings, and a growing body of community impact work.

### **Purpose**

This position serves as a public-facing, first line of contact with Memphis patrons across multiple lines of business. Oversees box office function as it relates to ticketing and processing, and patron database health. Chief liaison with performance venues for all related ticket issues.

### **Status and Pay**

This is a part-time non-exempt position with 20 hours per week.  
Pay is \$23/hour.

### **Reporting**

The position reports to the Director of Communications.

### **Key Responsibilities**

#### Ticketing:

- Build and manage performances and subscription packages in Spektrix, Ballet Memphis's patron services platform.
- Main point of contact for patrons to subscribers and prospective subscribers, answer questions and handle all ticketing needs.
- Coordinate delivery of purchased tickets.
- Liaise with performance venues to handle ticketing needs.
- Respond to patron inquiries in a timely manner via email and phone.
- Maintain regular box office phone hours for inbound calls.
- Lead outbound service and light sales calls.
- Participate in helping build annual sales projections.
- Database extraction/list pulls for communication efforts from Spektrix, Sawyer, and Mindbody databases.

#### Patron Desk:

- Welcome guests and oversee sign in function.
- Sign for packages, retrieve daily mail, and distribute
- Respond to phone calls and walk-in inquiries about Ballet and Pilates class schedules, tuition, and placement.
- Connect potential students or clients to correct departments.
- Keep brochures and schedules neatly stocked while monitoring lobby and front desk presentation.

### **Requirements**

- 3+ years' experience in customer service
- Must be proficient in Microsoft Office, including Word and Excel.
- Ability to learn new software systems/platforms.
- Knowledge of performing arts/nonprofit arts sector preferable.



*Ballet Memphis is an equal opportunity employer and do not discriminate against applicants or employees on the basis of sex, race, color, religion, national origin, ancestry or age. In addition, Ballet Memphis does not discriminate against qualified individuals with disabilities or any other legally protected status within applicable federal or state law.*

This is a part-time position with compensation commensurate with experience. Send cover letter and resume to [Careers@BalletMemphis.org](mailto:Careers@BalletMemphis.org).