Mission: BlackRock Center for the Arts brings inspiring, performing and visual arts experiences to diverse audiences in a welcoming and intimate setting, providing opportunities to explore, celebrate and engage in the arts.

POSITION TITLE: Patron Services Associate
REPORTS TO: Patron Services Director
CLASSIFICATION: Non-Exempt, Part-time, under 20 hours per week

OVERVIEW: POSITION DESCRIPTION
A Patron Services Associate is the initial interaction and welcoming personnel staff member serving BlackRock Center for the Arts. The Patron Services Associate ensures top-quality customer service and satisfaction for all BlackRock stakeholders: students, patrons, supporters, volunteers, and community members. This position encompasses every aspect of the Center’s front desk and sales functions for the Blackrock Center from box office sales and registrations for special events and education programs, to membership and gallery transactions. A Patron Services Associate is BlackRock’s ambassador to our community and is responsible for generating enthusiasm for BlackRock and building relationships with all who encounter our Center, whether in person, online, or through the telephone.

JOB DUTIES AND RESPONSIBILITIES:
• Greet and assist all people coming in or placing a call into BlackRock Center administrative offices, serving as the first point of contact, and directing all calls to the appropriate staff member.
• Provide outstanding, professional, and culturally sensitive customer service with swift resolutions to patron problems, or services; whether in person, over the phone, or by email.
• Maintain thorough knowledge and understanding of all aspects of BlackRock programs and operations including: Education, Galleries, Performances, Special Events, and Rentals. Provide tours and basic information when necessary and give accurate and descriptive information about policies and programming.
• Process all types of transactions such as purchases, exchanges, class registrations, gift certificates.
• Carry out daily opening and closing procedures and monitor doors and arrivals throughout the day.
• Support Front of House operations during BlackRock performances and events.
• Support in the recruitment and training of volunteers.
• Support the BlackRock staff with administrative duties, under the management of the Patron Services Director.
PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit, stand, walk and work at a computer, relative to an office environment
- Ability to lift and/or move up to 50 pounds
- Ability to work a flexible work schedule, including weekends and evenings, as required

EDUCATION, EXPERIENCE, KNOWLEDGE, AND SKILL REQUIREMENTS:

- Must be able to work a flexible schedule of evenings and weekends dependent on BlackRock events and productions.
- Creative thinker with an ability to use data to inform decisions.
- Stellar computer skills - Microsoft Office experience necessary, particularly Excel and Word.
- Impeccable organizational skills, ability to meet and encourage others to meet deadlines, attention to detail and ability to handle multiple tasks simultaneously.
- Positive attitude and friendly spirit, culturally sensitive.
- Excellent written and oral communication skills.
- Demonstrated ability to maintain confidentiality and discretion when required.
- Proven ability to work independently and in a team-based environment.
- A commitment to BlackRock’s mission to bring performing and visual arts experiences to diverse audiences and providing accessible opportunities to engage in the arts is essential.
- Fluency in Spanish preferred but not required

Updated May 9, 2022

*BlackRock Center for the Arts is an equal opportunity employer. We honor diversity of race, gender, sexual orientation and ethnicity. We are committed to equity, diversity and inclusiveness. We are proud of our richly diverse community.