



Title: Patron Services Associate
Reports to: Director of Events & Outreach
Full-time, Non-Exempt



Organization Overview:

Mission: Seattle Arts & Lectures cultivates transformative experiences through story and language with readers and writers of all generations.

We invite you to join our fun, book-loving, social justice-driven team of 12 to fulfill the mission of SAL as our Patron Services Associate. SAL fulfills its mission through educational, public, and community programming, in-person and online.

Our public literary events bring the most talented and thought-provoking writers of our times to speak about and read their work. Our free Summer Book Bingo program inspires our community to reconnect with the joy of reading through a series of fun challenges. Our youth programs include Writers in the Schools (WITS) and the Seattle Youth Poet Laureate (YPL) program. WITS places local, professional writers in public school classroom residencies to inspire K-12 students to tell their stories as they develop lifelong writing skills. Our YPL program elevates the powerful voices of local youth poets committed to community engagement, education, and equity in our region.

SAL offers thoughtfully curated experiences through programs that are intergenerational in nature, bolstering both emerging and established literary artists, and inviting change and new perspectives in our audience. We believe these activities are essential to continuously and courageously revitalize equity, justice, and belonging. Our work both internally and externally is guided by our core values: belonging, racial equity, transparency and trust, curiosity, and joy.



We value a diverse workforce and an inclusive culture in all areas of our work and culture. SAL is an equal opportunity employer. Individuals from all cultures and communities are warmly encouraged to apply. Strong candidates will bring a diverse set of skills, characteristics, and experiences, both professional and lived. SAL focuses on a holistic view of potential candidates and understanding that no single candidate will offer every desired skill and characteristic. The following offers an aspirational view of the ideal candidate profile, and we encourage applications from candidates with a wide range of experiences and backgrounds.



Position Overview: This position reports to the Director of Events & Outreach and works closely with the rest of the Public Programs team. The Patron Services Associate (PSA) oversees all aspects of the ticketing and customer experience for our public programming. The ideal candidate is a database wizard who also loves providing great customer experience in email, on the phone, and at events.

INCLUSION, DIVERSITY, EQUITY, & ACCESS:

All staff actively participate in SAL's ongoing efforts to become an anti-racist organization and embody an organizational culture that supports and reinforces our inclusion, diversity, equity, & access goals. Our 2020-24 Strategic Plan and SAL's Equity Accountability Reports are available on the SAL website under "About." This commitment and understanding should be demonstrated throughout the performance of the Patron Services Associate's job responsibilities and staff activities.

RESPONSIBILITIES:

Box Office (40%)

- Provide welcoming, authentic, and personal service to all SAL patrons, including ticket buyers, subscribers, and donors by answering phone and email inquiries, facilitating access for both in-person and online events, processing ticket purchases and exchanges, accepting donations, and sharing event information.
- Support the success of SAL's public events and earned revenue goals by managing ticket inventory, sales, and complimentary ticket distribution while providing weekly sales reports and analysis to assist in targeted marketing and outreach efforts.
- As the "front-line" of SAL, communicate issues and challenges that patrons are experiencing to the larger team.
- Manage SAL Box Office at the majority of events (or prepare and hand off duties to staff person or contract worker assigned when not present in person).
- Support implementation & distribution of ticket buyer and subscriber engagement materials and communications, such as subscriber thank you cards and benefits passes.
- Provide timely and accurate event settlement reports and box office statements.
- Provide ticketing settlements of daily credit card batches to accounting team.
- Manage requests for and distribution of complimentary tickets, gift certificates, and discounts including working with the SAL Development team to ensure an excellent donor and event sponsor experience.
- Manage fulfillment of patron book orders with partner bookstores.
- Ensure all accessibility needs are being met and accommodations are communicated to patrons and venues.
- Manage, assign tasks, and monitor work responsibilities of Box Office contract workers and volunteers for proficiency and accuracy and train SAL staff in box office procedures and ticket sales as needed.

PatronManager Database (40%)

- Work with Public Programs & Development teams to co-manage the organization's PatronManager database to ensure a high level of data integrity, accuracy, and ability to

provide outstanding customer service while tracking and utilizing data for marketing and fundraising endeavors.

- Implement strategic and customer-focused season build of ticketed events and subscriptions in PatronManager.
- Perform regular database maintenance to clean addresses, accounts, and contacts.
- Perform regular audits of SAL's print-at-home ticket design, email order and awaiting fulfillment confirmations, and PatronManager's Public Ticketing Site.
- Become a PatronManager Certified User and support all SAL teams with pulling reports and data analysis on an as needed basis.

Community Outreach (15%)

- Manage and grow SAL's group sales program with public libraries, assistive living facilities, non-profit organizations, prisons, and other entities.
- In collaboration with Public Programs team, copy-edit and proof print and digital collateral for ticketed events to ensure accuracy.
- In conjunction with the Public Programs Associate, manage the strategies, tactics, and rollout of SAL's Community Access Tickets (CAT) program.
- In collaboration with the Public Programs team, develop new strategies to enhance customer service and community outreach.
- Work with Marketing Manager to manage annual phone-banking resubscription campaign and other major marketing efforts.

Other (5%)

- Attend and contribute to departmental and organization-wide meetings as needed.
- Participate in ongoing equity work and trainings, including a regular team-based equity meetings and contributing to SAL's bi-annual accountability reporting.
- Attend and support cultivation events, WITS events, SAL celebrations, and community functions as needed.
- Administer the SAL phone tree system for the entire organization.

DESIRED QUALIFICATIONS:

- A passion for SAL's mission, values, and programs including a love of books and reading
- A commitment to racial equity and social justice
- Minimum two years of experience working in box office, customer service, or other applicable fields
- 1-3 years experience with CRM databases (PatronManager/Salesforce a plus)
- A customer-centric approach with outstanding communication and customer service skills
- A love of data and excellent attention to detail
- Interest and ability to work as part of a highly collaborative team in an open-plan office and in a hybrid work environment
- Diplomacy, a sense of humor, and the ability to maintain composure under pressure
- Outstanding organizational and time management skills; ability to prioritize multiple deadlines and tasks

- Flexible and improvisational approach to problem-solving
- Proficiency with Mac platforms a plus

ADDITIONAL CONSIDERATIONS:

- Valid driver's license and automobile a plus (weekly commute to the office and events is required)
- Evening/weekend hours required (typically 5 to 7 times per month, September to June).
- Ability to move boxes of books and transport box office materials back and forth to events.
- Openness to a dog-friendly work space.
- Note: Seattle Arts & Lectures is a fully vaccinated office and all medically eligible new staff members will be asked to provide proof of vaccination.

COMPENSATION & BENEFITS:

This is a 40 hours/week full-time non-exempt position. Salary range is \$48,000 - \$54,000 per year (commensurate with experience and qualifications) with a robust benefits package, including:

- Generous paid time off, including 20 vacation days/year starting your second year (15 days in year one), as well as wellness time, 3 personal days, and holidays
- 100% of medical, vision, and dental insurance, long-term disability, and group life insurance covered, including an Employee Assistance Program
- 403(b) retirement plan pre-tax distribution with a 3% gross salary match funded by SAL
- Flex time as appropriate
- Hybrid/remote schedule as appropriate with a laptop and support for some home office equipment
- Support and budget for professional development and growth

HIRING PROCESS & TIMELINE:

- We will begin scheduling phone interviews in early November with in-person interviews to follow. Finalists will be invited to a final round of interviews with SAL's departmental teams, and we will make an offer shortly thereafter. Ideally, the selected candidate will begin in early December.

TO APPLY:

- Send a resume and cover letter that tells us why this position is a good fit. Resumes submitted without a cover letter will not be considered.
- Submit applications electronically in one PDF document to salhr@lectures.org. The email subject line should be "SAL Patron Services Associate."
- Open until filled. For best consideration, please submit no later than 9 p.m. on October 26, 2022.

Contact Information for inquiries related to this position (email preferred):

Liz Keenan
Hiring Coordinator
salhr@lectures.org
206.621.2230 x22