

Position:	Patron Services Associate
Reports to:	Senior Manager, Production
Number of Positions:	1
Location:	California State University, Fresno - Fresno, CA
Employment Dates:	June 14 to July 26, 2023
Rate of Pay:	\$16.50/hour, paid monthly
Schedule:	15-40 hrs/week, evenings, weekends and holidays required

Position Summary

Under the direct supervision of the Senior Manager, Production, the Patron Services Associate will perform various customer service and administrative activities in support of Summer Arts. Typical duties include:

- Ensure the safety and comfort of patrons at public events. Make sure that venues are clean before and after events, and that equipment such as seats and doors are in proper working order.
- Maintain clear and consistent communication with the Production Stage Manager, Technical Coordinator, Lead Technician, and Box Office Associates before, during, and following all public performances.
- Obtain knowledge of performance descriptions and relay to usher staff and patrons.
- Oversee the scheduling and monitor the progress of event ushers.
- Submit Event Reports for each public event immediately following the event.
- Oversee the setup of post-event receptions, working with the university catering staff on locations of tables, proper times to set up, and clean up at the end of the reception.
- In coordination with the Box Office, maintain a log of lost and found items to be stored in the Summer Arts Office.
- Attendance required at CSU Summer Arts employee orientation and other functions.
- Other related duties as required and assigned by supervisor.
- The Patron Services Associate will have regular interactions with Summer Arts staff, faculty course coordinators, guest artists, campus personnel, members of the community, and Summer Arts students.

Qualifications and Requirements

- Previous experience as a patron service associate/ house manager for live performance, a plus.
- An understanding of scheduling, coordinating, project development, and community services, a plus.

- Experience with Microsoft Word and Excel, and possession of strong verbal communication skills.
- Ability to address multiple issues, tasks, and people simultaneously.
- Individual must be spontaneous, dependable, and a self-starter with the ability to problem-solve under pressure and work well with others.
- Knowledge of theatre etiquette, standards, and protocols.
- Some work may involve safely lifting and moving items weighing up to 20 pounds and standing for long periods of time, if candidate is able to do so.
- Some work in low-light areas and/or areas of restricted physical access.
- May need to travel to off-campus performance venues.

Application Instructions

- Apply online with a cover letter and resume in PDF format by [clicking here](#).
- Application deadline: Applications will be reviewed on a rolling basis and position may close at any time. Apply by March 1, 2023 for full consideration.