



# CYGNET THEATRE

**Title: Patron Services Representative**

**Reports to:** Patron Services Manager

**Classification:** This is a part-time (20 - 29 hours per week), non-exempt (hourly) position, eligible for limited benefits including paid sick leave and complimentary tickets to performances.

**Pay:** \$17.75/Hour

**Location:** On-site at Cygnet Theatre's new location in Arts District Liberty Station.

**Apply to:** Interested candidates should email cover letter and resume to [jobs@cygnettheatre.com](mailto:jobs@cygnettheatre.com)

## ABOUT CYGNET THEATRE

Cygnet Theatre is one of San Diego's leading professional theatre companies, producing adventurous, thought-provoking live theatre year-round in the heart of Liberty Station. With a mission to startle the soul, ignite debate, and embrace the diversity of the community in which it serves, Cygnet creates unforgettable experiences both on and off the stage.

## JOB DESCRIPTION

The Patron Services Representative is responsible for providing exceptional customer service to patrons, assisting with ticket sales, and supporting front-of-house operations. This role serves as the first point of contact for audience members, ensuring a welcoming and enjoyable theatre experience.

### Key Responsibilities:

#### Customer Service & Ticketing:

- Assist patrons with ticket purchases, exchanges, and subscription sales.
- Provide courteous and efficient service via phone, email, and in-person interactions.
- Resolve customer concerns and issues in a professional and timely manner.
- Maintain knowledge of theatre productions, seating charts, and ticketing policies.

**Front-of-House Support:**

- Greet and assist patrons upon arrival, ensuring a positive guest experience.
- Collaborate with house management to address seating needs and accessibility accommodations.
- Provide information on upcoming performances, special events, and theatre programs.

**Administrative & Sales Support:**

- Process transactions accurately using the theatre's ticketing system.
- Assist in maintaining accurate patron records and customer databases.
- Promote theatre membership programs and donor opportunities.
- Support special events, including VIP receptions and community outreach initiatives.

**Qualifications:**

- Previous experience in customer service, hospitality, or box office operations preferred.
- Strong communication and interpersonal skills.
- Ability to handle high-pressure situations with patience and professionalism.
- Basic computer skills and experience with ticketing systems a plus.
- Passion for theatre and the arts.
- Ability to work flexible hours, including evenings, weekends, and holidays.

**Working Conditions:**

- Primarily an on-site role at the theatre's box office and front-of-house areas.
- Frequent interaction with patrons, staff, and volunteers.
- Standing for extended periods and occasional lifting of materials (up to 25 lbs.).

Cygnnet Theatre is committed to diversity, equity, and inclusion. We encourage candidates from all backgrounds to apply. We are an equal opportunity employer and do not discriminate based on race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

**Join us in providing exceptional service to Cygnnet Theatre patrons!**