

Position: Customer Service Associate

Luna Stage Theatre Company, a nationally recognized and critically-acclaimed theater with a 25-year history of producing new and challenging works for the stage, seeks a part time Customer Service Associate.

The Customer Service Associate serves as both the Customer Service front-end of Luna's sales functions, as well as the Administrative Support for all back office functions involving contact management; vendor, contractor and employee payments; volunteer coordination and relations; patron, donor and subscriber management; office reception; and office supplies management. In addition, the Customer Service Associate may be asked to augment the Front of House team as needed. The overall goal of the Customer Service Associate is to facilitate effective and efficient internal operations as well as present a professional, courteous, and customer-centric face of the organization to all external contacts. Success in the job is measured by the mastery of administrative procedures, systems and data; compatibility with the organization culture; and recognition from patrons, subscribers, coworkers, collaborators, the Board and management for service excellence.

Start Date: June 1, 2018

Send cover letter and resume including two references to:

David Spaulding, Interim Managing Director
LunaRecruiting@lunastage.org
Luna Stage
555 Valley Road
West Orange NJ 07052

Duties and Responsibilities

Customer Service & Sales Support

- Build events in PatronManager for all events during the season
- Organize and execute mail merges
- Maintain integrity of donor, patron database in Salesforce
- Support fundraising and donation campaigns through data administration and reporting in Salesforce
- Generate and distribute standard and ad hoc reports on BoxOffice, Campaigns, Donations, Events, Subscriptions
- Allocate seats accordingly per performance of each run
- Coordinate playbill production.
- Keep a log of gift certificates, and vouchers per subscription
- Compile reports on accounts, contacts, donations, and sales
- Converse politely and efficiently with patrons over the phone (Elevate and Appreciate)

- Answer any and all questions for patrons who call, whether that means taking an order, troubleshooting, or simply transferring a call. Use website for reference.
- Understand Front of House operations and support as necessary
- Check both Box Office and Administrative Voicemails and emails and respond promptly

Office Administration

- Navigate Google Drive and the prescribed folder and access structure
- Convey the hierarchy of the office and funnel information accordingly
- Maintain inventories of office supplies especially related to production and program needs
- Provide insight on quantities of office supplies for productions
- Know how to operate and office equipment (printer, router, electrical fixtures, telephones)
- Run errands such as mailing packages, bank deposits, etc.

Facilities Support

- With general knowledge about the workings of the building, provide escort in the facilities to specific locations, i.e. electrical room, or how to get to the light booth
- Open and close down all parts of the building as necessary. This includes but is not limited to: resetting air conditioning to original degree, making sure all doors are closed, the front and back door are locked, etc...

Qualifications

Education

- Post Secondary degree, preferably in Communications, Arts Administration

Skills & Abilities

- Proficient in Microsoft products, i.e. Excel, Word, Powerpoint
- Proficient in Google products, i.e. Google Drive, Google Sheets, Google Docs
- Certified in PatronManager administration prior to hiring or within first 3 months of employment
- Ability to prioritize tasks in a given week accordingly
- Strong communication skills both in and outside of the office
- Must be able to problem solve effectively and think on their feet
- Must be able to keep a calm, cool, inviting disposition in a fast paced working environment

Pay Rate: \$13 - \$15/hour

The job is part-time (20 hours/week) year-round, requiring office presence during office hours (Tues - Fri, 10am - 3pm) and use of time clock-in, clock-out. Additional hours may be required to support production front-of-house activities.