Lawrenceville Arts Center
Patron Services Associate

Aurora Theatre & the Lawrenceville Arts Center seeks a dynamic and entrepreneurial Part-Time Patron Services Associate to actively support the Patron Services Department.

Aurora Theatre is one of the top professional theatres in the state of Georgia, located in Gwinnett County with an operating budget of $3.5 million, welcoming more than 86,600 visitors each season at over 650 ticketed events. Lawrenceville Arts Center (LAC), a brand-new premier arts and culture venue located in historic downtown Lawrenceville, GA. opened in October 2021. With 5 distinct spaces (and endless funky alcoves), LAC is the perfect venue for your next performance, convention, corporate meeting or celebration. Home of Aurora Theatre, LAC is sure to be a destination location for not only Gwinnett County and Georgia, but the entire Southeast region!

REQUIREMENTS: Able to clearly articulate Aurora's goals, mission, and policies. Flexible hours, nights, and weekends will be required. Deal efficiently with seating requirements and work effectively under pressure. Knowledge of Microsoft Office, Tessitura and VenueOps (or other similar booking software), and Clover POS system is a plus.

WORKING HOURS: This is a part-time position with up to 30 hours per week mainly during Box Office Hours and Show Hours. Flexible hours include daytime, evenings, and weekends. The Aurora Theatre is typically closed on Mondays except for special circumstances and events.

REPORTS TO: Director of Patron Services

Primary Roles & Responsibilities

- Sell new subscriptions and single tickets for all performances, events, and some rentals as well as renew existing subscriptions - over the phone, in person, and via mail.
- Provide helpful information for performances, pricing options, parking, directions, and seating information.
- Maintain familiarity with subscription and single ticket marketing initiatives, donor benefits, events and website to better assist patrons.
- Guide patrons through their online interactions when needed. (I.e., Promo Codes and Ticket Purchasing)
- Keep up a professional appearance in dress and attitude and have a general appreciation for and understanding of live theatre.
- Assist with the maintenance of patron records; including but not limited to merging accounts and updating patron records.
- Assist with House Management of our 5 performing spaces on an as needed basis. This includes but is not limited to oversight of the events ushers, will call, complete and send nightly reports, reconciling tickets for the performances and basic cleaning and maintenance of the space.
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests

- Additional duties as assigned by the Director of Patron Services

QUALIFICATIONS

- Knowledge and appreciation of performing arts preferred
- Exceptional attention to detail with organizational skills
- Bilingual preferred
- Excellent interpersonal and communication skills, self-motivated and results oriented
- Customer service focused, proactive, positive attitude with guests, staff and co-workers.
- Demonstrated ability to function in a fast-paced, high-pressure environment.
- Strong verbal and written communication skills
- Any successful applicant must have and maintain current Driver's License
- Any successful applicant must be able to pass background checks

CULTURE

Aurora Theatre is an inclusive art space where you will be part of a thriving cultural scene (music, theatre, dance, & visual arts). Join a creative culture that operates under "Group Speak" (all voices welcomed). We value equity in the workplace, and we fight for civic, corporate, and cultural understanding. Plus, we have a lot of fun!!

To best demonstrate Aurora's commitment to community, inclusion, diversity, equity, access, and excellence in our workplace, we encourage ALL qualified applicants to apply. Aurora is an equal opportunity employer.

TO APPLY: Please send a resume and cover letter, including names and phone numbers of 3 references to ivey@auroratheatre.com.