



**BlackRock Center for the Arts  
Patron Services Associate**

**Mission:** *BlackRock Center for the Arts brings inspiring, performing and visual arts experiences to diverse audiences in a welcoming and intimate setting, providing opportunities to explore, celebrate and engage in the arts.*

**POSITION TITLE:** Patron Services Associate

**REPORTS TO:** Patron Services Director

**CLASSIFICATION:** Non-Exempt, Part-time, under 20 hours per week

**OVERVIEW: POSITION DESCRIPTION**

A Patron Services Associate is the initial interaction and welcoming personnel staff member serving BlackRock Center for the Arts. The Patron Services Associate ensures top-quality customer service and satisfaction for all BlackRock stakeholders: students, patrons, supporters, volunteers and community members. This position encompasses every aspect of the Center's front desk and sales functions for the Blackrock Center from box office sales and registrations for special events and education program to membership and gallery transactions. A Patron Services Associate is BlackRock's ambassador to our community and is responsible for generating enthusiasm for BlackRock and building relationships with all who come into contact with our Center, whether in person, online or through the telephone.

**JOB DUTIES AND RESPONSIBILITIES:**

- Greet and assist all people coming in or placing a call into BlackRock Center administrative offices, serving as the first point of contact and directing all calls to the appropriate staff member.
- Receive and distribute mail, packages and messages to staff.
- Provide outstanding, professional, and culturally sensitive customer service with swift resolutions to patron problems or services, whether in person, over the phone, or by email.
- Maintain thorough knowledge and understanding of all aspects of BlackRock programs and operations including:
- Education, Galleries, Performances, Special Events, Box Office and Rentals. Provide tours and basic information when necessary. Answer questions in person and over the telephone concerning pricing, online sales, class registration system, schedules reservations, education programs, classes and policies and give accurate and descriptive information about programming.
- Register students for classes, workshops, and camps.
- Process all types of transactions such as purchases, exchanges, gift certificates, group sales, print tickets and handle will call.
- Follow approved policies and protocol on handling all financial transactions, including emergency management procedures for accuracy, efficiency and smooth operations.
- Oversee security by monitoring doors and arrivals, especially in the evening.
- Unlock spaces in the morning and lock spaces and turn off lights in the evening, securing the alarm.
- Support the Patron Services/Front End Manager in the recruitment, training and scheduling of volunteers.
- Support the Patron Services Director with administrative duties.

- Work with Education staff to assess class registration to prepare for cancellation/waitlist/combining classes/moving locations/make-ups.
- Assist in communication with students, parents, and teachers to relay class information.

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit, stand, walk and work at a computer, relative to an office environment
- Ability to lift and/or move up to 50 pounds
- Ability to work a flexible work schedule, including weekends and evenings, as required

**EDUCATION, EXPERIENCE, KNOWLEDGE, AND SKILL REQUIREMENTS:**

- This position requires a high level of attention to detail, combined with the ability to be flexible, take initiative and work collaboratively.
- The position also demands a high degree of tact, discretion, and sensitivity in working with major donors, patrons, prospects, and volunteers.
- Must be able to work a flexible schedule of evenings and weekends dependent on BlackRock events and productions.
- Creative thinker with an ability to use data to inform decisions.
- Excellent written and verbal communication skills.
- Stellar computer skills - Microsoft Office experience necessary, particularly Excel and Word.
- Impeccable organizational skills, ability to meet and encourage others to meet deadlines, attention to detail and ability to handle multiple tasks simultaneously.
- Positive attitude and friendly spirit, culturally sensitive.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Demonstrated ability to maintain confidentiality and discretion when required.
- Proven ability to work independently and in a team-based environment.
- A commitment to BlackRock's mission to bring performing and visual arts experiences to diverse audiences and providing accessible opportunities to engage in the arts is essential.
- Fluency in Spanish, preferred but not required

**Updated July 29,2021**

\*BlackRock Center for the Arts is an equal opportunity employer. We honor diversity of race, gender, sexual orientation and ethnicity. We are committed to equity, diversity and inclusiveness. We are proud of our richly diverse community.