Patron Relations (part-time)
Reports to: Box Office Manager

It is the mission of the Sharon Lynne Wilson Center for the Arts to serve as the catalyst for lifelong discovery and exploration of the arts. The Wilson Center is a multidisciplinary nonprofit cultural arts facility with a 19-year history of excellence. The Center’s programming is designed to transform both individual lives and whole communities through the power of the art; situated in a 400-acre park in Brookfield, Wisconsin, the Wilson Center is recognized as a cultural anchor in the Greater Milwaukee community and focuses on three main disciplines: Performing Arts, Arts Education, and Visual Arts. Since opening in 2002, the Wilson Center has continued to celebrate its five core values of excellence, innovation, passion, stewardship, and collaboration through an outstanding and diverse array of world-class performances, educational programs, classes, festivals, and special events. The Wilson Center now annually welcomes more than 55,000 people, including more than 10,000 students every year—many of whom are being introduced to the arts for the first time—and the Center is poised for growth and future success.

We are presently seeking a part-time Patrons Relations staff member to provide the highest levels of customer service to our Wilson Center audience members and group leaders, rental clients, supporters, and visitors.

Job Responsibilities
- Provide top-level customer/patron service throughout every interaction
- Respond to customer enquiries with empathy and authority, ensuring a positive experience for all audiences and visitors to the Wilson Center
- Process ticket sales, exchanges, and reissues for single ticket purchases, group orders, and subscriptions
- Assist patrons with seat selection utilizing the Tessitura ticketing systems
- Process ticket returns and complete additional administrative work as assigned by the Box Office Manager
- Work Will Call for nighttime and weekend performances and events
- Demonstrate compliance with all company policies and procedures and all laws and regulations that govern the Wilson Center
- includes office work in which employee is primarily involved with sedentary work, including keyboarding
- Other duties as assigned

Qualifications
- Minimum one year box office experience or related customer service work experience
- Ability to multi-task and work in a fast-paced environment
- A desire to think outside of the box about what makes for a truly great patron experience
- Upbeat and enthusiastic personality
- Excellent organizational and communication skills
- Ability to prioritize
- Attention to detail
- Ability to maintain a high level of confidentiality
- Team player
- Cash handling experience
- Flexible schedule, including evenings, weekends, and holidays
- Love of the arts and familiarity with the Greater Milwaukee area arts and culture scene
- Proficiency with Microsoft Office, including Word, Excel, and Outlook (preferred)
- Knowledge of the Tessitura system (preferred)
To Apply:
Send a current resume, brief cover letter, and salary history via email to jobs@wilson-center.com; subject line: Patron Relations. Resumes without cover letters will not be considered. No phone calls, please. Applications will be reviewed until position is filled.

The Sharon Lynne Wilson Center for the Arts is an equal opportunity employer and believes in equal opportunity for all employees and applicants. Accordingly, all employment decisions are based on the principles of equal opportunity. These decisions include recruitment, selection, promotion, transfer, discipline, compensation, benefits, training and other personnel actions involving persons in all job titles and shall occur without regard to race, creed, color, religion, sex, age, ancestry, national origin, disability, genetic information, military service, sexual orientation, marital status, arrest and conviction records, the use or nonuse of lawful products off the employers’ premises during non-work hours, declining to attend meetings or participate in communications about religious or political matters or any other characteristic protected by law. Please click here to read the Wilson Center's Equity, Diversity, and Inclusion Statement.