



425 Lafayette Street
New York, NY 10003

POSITION AVAILABLE:

Patron Services Associate

The Public Theater is seeking a Patron Services Associate. This position is responsible for providing exceptional customer service to donors and administrative and ticketing support to a busy Individual Giving team. The Associate will provide support for the Partners Program, communications, and gift processing among other duties and reports to the Manager, Individual Giving. Specific responsibilities include:

Customer Service:

- Ticketing donors for Public Theater, Joe's Pub, and Shakespeare in the Park productions
- Secure Broadway House Seats for donors \$10,000+ and the Board of Trustees
- Manage Partners Desk, Institutional, and Trustee emails in a timely and accurate manner. Responsibilities include responding to ticket requests, customer service issues, information requests, and drafting all outgoing correspondence.
- Manage all ticket holds swapping within Development and other internal departments.
- Monitor all ticket orders with open balances and reaching out to Partners to complete transactions.
- Liaise with Call Center Manager
- Support Call Center during high volume Partner call times
- Place welcome calls to new and upgraded Partners
- Place renewal calls for lapsed and expiring Partners
- Manage RSVPs for donor events, including confirmation and reminder emails
- Assist the Special Events team at donor events throughout the year, as needed.

Administrative Support:

- Support the Individual Giving Manager with the execution of all renewal and acquisition mailings
- Fill out gift forms
- Record information on donors in Tessitura to aid in improving relationships and customer service
- Support data hygiene in compliance with defined standards
- List management for all outgoing Partner emails
- Process all auction requests for Individual Giving
- Manage Individual Giving inventory of marketing and stationary materials

Requirements:

- Two years of office experience, ideally in a fundraising or box office setting
- Ability to manage multiple concurrent projects with competing and unpredictable schedules
- Ability to manage time appropriately, identify priorities, and work efficiently with attention to detail
- Proficiency in fundraising database software, Tessitura a plus
- Experience with MS Word and Outlook
- Strong oral and written communication skills
- Flexibility and ability to work well under pressure
- Ability and desire to work cooperatively with others
- Knowledge of Public Theater mission and programming