

Position:	Patron Services Associate
Reports to:	Assistant Director, Production/Media Arts Festival
Number of Positions:	1
Location:	California State University, Fresno - Fresno, CA
Employment Dates:	June 20 to July 22, 2024
Rate of Pay:	\$16.50/hour, paid monthly
Schedule:	15-30 hrs/week, evenings, weekends and holidays required

Position Summary

Under the direct supervision of the Assistant Director, Production/Media Arts Festival, the Patron Services Associate will perform Front of House Management, and various customer service and administrative activities in support of Summer Arts. Typical duties include:

- Ensure the safety and comfort of patrons at public events. Make sure that venues are clean before and after events, and that equipment such as seats and doors are in proper working order.
- Maintain clear and consistent communication with the Production Stage Manager, Technical Coordinator, Lead Technician, and Box Office Associates before, during, and following all public performances.
- Obtain knowledge of performance descriptions and relay to usher staff and patrons.
- Oversee the scheduling and monitor the progress of event ushers.
- Submit Event Reports for each public event immediately following the event.
- Oversee the setup of post-event receptions, working with the university catering staff on locations of tables, proper times to set up, and clean up at the end of the reception.
- In coordination with the Box Office, maintain a log of lost and found items to be stored in the Summer Arts Office.
- Attendance required at CSU Summer Arts employee orientation and other functions.
- Other related duties as required and assigned by supervisor.
- The Patron Services Associate will have regular interactions with Summer Arts staff, faculty course coordinators, guest artists, campus personnel, members of the community, and Summer Arts students.

Qualifications and Requirements

- Previous experience as a patron service associate/ house manager for live performance, a plus.
- An understanding of scheduling, coordinating, project development, and community services, a plus.

- Experience with Microsoft Word and Excel, and possession of strong verbal communication skills.
- Ability to address multiple issues, tasks, and people simultaneously.
- Individual must be spontaneous, dependable, and a self-starter with the ability to problem-solve under pressure and work well with others.
- Knowledge of theatre etiquette, standards, and protocols.
- Some work may involve safely lifting and moving items weighing up to 20 pounds and standing for long periods of time, if candidate is able to do so.
- Some work in low-light areas and/or areas of restricted physical access.
- Required dress for the Patron Services Associate is business casual/professional, and comfortable and quiet shoes and other accessories.
- May need to travel to off-campus performance venues.
- Attendance required at CSU Summer Arts employee orientation and training sessions.

Application Instructions

- Apply online with a cover letter, resume, and references in PDF format by [clicking here](#).
- Indicate in the cover letter which position(s) you are applying to and why.
- Apply by March 15, 2024 for full consideration. Interviews will be conducted beginning the week of March 18.