

PATRON SERVICES & TICKET COORDINATOR

Position Summary

The Patron Services & Ticket Coordinator plays a key role on Milwaukee Ballet's Advancement team, serving as the first point of contact for subscribers, ticket buyers, and performance patrons. In addition to providing excellent customer service and communication, they directly assist patrons with ticket sales, subscription renewals and sales, and donations.

This is a **full-time, exempt position** with benefits and a salary range of \$40,000-\$45,000. The role is in-person and based at Milwaukee Ballet's Box Office at the Baumgartner Center for Dance. Some evenings and weekends are required during performances and events.

Responsibilities

- Facilitate inbound phone orders and requests for donation and ticket sales accurately and effectively.
- Provide excellent customer service with ability to stay organized and efficient in handling inbound and outbound calls and email correspondence.
- Be present at Milwaukee Ballet productions to assist with day-of-show/event customer service needs including ticket exchanges, fulfillment and general assistance.
- House manage performance events occurring at Milwaukee Ballet's Baumgartner Center for Dance.
- Train and oversee Front of House volunteers at Baumgartner Center for Dance events.
- Stay informed and knowledgeable in all aspects of Milwaukee Ballet, including repertoire, subscriptions, sponsorships, policies and procedures.
- Assist with patron inquiries and resolve any issues with professionalism.
- Assist with database management, including minor backend projects, data entry, account updating, etc.
- Maintain a professional attitude and appearance while representing Milwaukee Ballet.
- Additional duties to support the department may include data and report preparation, communications assistance, and assistance at reception desk.

Background & Qualifications

- High School diploma or equivalent,
- Post-Secondary Degree and/or direct, relevant ticket/box office experience
- 1- to 2-years' experience in customer service
- Attention to detail is critical
- Sales experience is considered an asset
- Experience with ticketing systems, particularly Ticketmaster/Archtics and Tessitura
- Proficient in Microsoft suite
- A passion for the performing arts

Required Values & Qualities

- **Excellent Communication:** Can articulate Milwaukee Ballet’s mission with confidence and passion.
- **Professional & Confident:** Able to represent Milwaukee Ballet Company in the community and with patrons, donors, school families and guests.
- **Integrity & Confidentiality:** Able to handle evolving situations discreetly, managing issues and recommending appropriate response plans to executive leadership.
- **Reliable and Positive:** Is a team player and responds with positivity to support colleagues.
- **Flexible:** Comfortable with working some evenings and weekends, especially during performances.
- **Strong Interpersonal Skills:** Able to build and maintain positive relationships; communicate effectively with others in verbal and nonverbal ways.

About Milwaukee Ballet

Founded in 1970, Milwaukee Ballet is a leader in Wisconsin’s arts and culture scene. Under the artistic leadership of Artistic Director Michael Pink, Milwaukee Ballet has become world-renowned for presenting bold new interpretations of story ballets, and cutting-edge contemporary works. Milwaukee Ballet is home to an international company of dancers and is one of a few companies in the nation with its own orchestra. Milwaukee Ballet School & Academy is the only professional dance school in the Midwest accredited by the National Association of Schools of Dance. Milwaukee Ballet’s award-winning Community Engagement department serves more than 38,000 people in Southeastern Wisconsin through original, interactive programs.

Milwaukee Ballet is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

How to Apply

Submit a cover letter and resume with three references (including two professionals who will not be contacted without approval of the candidate) via our Application Portal. Successful applicants will be subject to a background check.