



Childsplay, a professional theatre for young audiences in Tempe, Arizona, seeks an energetic, creative and detail oriented individual to join our marketing team as the **Patron Experience Representative**.

The **Patron Experience Representative** is a member of an ensemble that celebrates learning and creativity, encourages innovation, and provides opportunities for professional growth. This position supports the mission of Childsplay by helping to create dynamic patron moments for families and groups before, during, and after our public and school matinee performances to provide a full 360-degree experience.

This is a part-time non-exempt position working a variable schedule of 20-35 (twenty to thirty five) hours per week. Pay rate is between \$18.00-\$20.00 (Eighteen and Twenty Dollars) per hour depending on experience. Working hours are Tuesday – Sunday while at the theater and Monday-Friday for non-performance weeks.

Duties and Responsibilities

- Serve as the Childsplay representative during all public and school performances at the Herberger Theater Center (Nov/Dec 2023) and Scottsdale Center for the Performing Arts (Jan 2024) by welcoming patrons, managing and/or running interactive activities, working with volunteers, and providing excellent customer service to enhance and support the patron experience.
- Foster a productive and collaborative relationship with venue front of house team.
- Responsible for patron lobby engagement as part of our 360 Programming. This includes setting up, refreshing supplies, helping patrons participate in craft activities, taking photos, resetting between performances/cleaning up at end of day.
- Create seating charts and attendance lists for each field trip show.
- Complete performance reports for each performance.
- Promote and administer group sales program.
- Participate in engagement activities across electronic platforms.
- Support as needed weekly email marketing campaigns.
- Manage playbill content for design and print submission for each production.
- Duties will also include some basic clerical and administrative activities such as attending meetings, general correspondence, customer relations, creating and updating media and community contact lists, assistance in promotional events and writing assignments for programs and other communications.
- Perform miscellaneous job-related duties as assigned.

Minimum Job Requirements

- Some customer service and social media experience.
- Physical presence is required at the Herberger Theater Center in downtown Phoenix and at the Campus for Imagination and Wonder near central Tempe.



Knowledge, Skills, Abilities Required

- Strong customer service skills.
- Strong written and verbal communication skills.
- Works well in a collaborative team environment.
- Ability to think creatively and with vision to help develop and implement plans that will increase awareness and improve public perception of Childsplay's brand within the community.
- Ability to handle and prioritize multiple projects and adjust to inevitable changes in timelines, deadlines, and project goals.
- Proficient in Microsoft Office Suite.
- Ability to read, understand, follow, and enforce safety procedures.
- Proficiency in reading, writing, and/or speaking Spanish is a plus.

Conditions of Employment

- Must pass a pre-employment criminal background check.
- Must have or obtain an Arizona Fingerprint Clearance Card

Working Conditions and Physical Effort

- Limited physical activity. Requires limited physical work; limited lifting, pushing, or pulling required of objects up to 20 pounds, and standing for moderate amounts of time up to two hours. Physical work is not a primary part (more than 70%) of the job, however, bending, lifting, and carting boxes, tables and chairs may be required.

Applicants should apply with cover letter and resume via email with the subject line *Patron Experience Representative Application* to info@childsplayaz.org. No phone calls please. We will contact candidates whose qualifications meet the requirements for the job.

Childsplay values equity, diversity, and inclusion throughout our organization, programs and audiences. We are committed to giving underrepresented artists a safe space to create art and community. By welcoming people with differences in religion, ethnicity, sexual orientation, class, gender identity, ability, and age we are better able to celebrate that which brings humankind together: imagination and wonder.

Childsplay, Inc. is an equal opportunity employer, and will not discriminate against any employee or applicant on the basis of age, race, color, religion, national origin, physical or mental disability, sexual orientation, or marital status.

Founded in 1977, Childsplay's mission is *"to create theatre so strikingly original in form, content or both, that it instills in young people an enduring awe, love, and respect for the medium, thus preserving imagination and wonder, those hallmarks of childhood, that are the keys to the future."*

Please visit our website at www.childsplayaz.org for additional information about the company, our programs, and our work in the community.