**Patron Experience Representative (Part Time)**

**Organizational Summary**

The Arvada Center for the Arts & Humanities celebrates and elevates the human condition with engaging arts, humanities, education, and entertainment that expand the cultural landscape for everyone. The Arvada Center strives to create and maintain a welcoming environment for all - artists, staff, volunteers, and patrons - that advances the principles of inclusion, diversity, equity, and access (IDEA) that are central to how we work and serve our community.

**Position Summary**

Reporting to the Box Office Manager, the Patron Experience Representative acts as front-line patron service contact and provides efficient, courteous service to all visitors of the Arvada Center. Representatives assist patrons with purchase of tickets to events, registration for educational classes, and sales of gallery pieces while also providing clerical support for the entire Arvada Center.

**Responsibilities**

Patron Experience Representatives interact with patrons on a daily basis via phone, email and in-person interactions to:

- Assist in purchase of tickets to Arvada Center events (theatre, concerts, special events, etc.)
- Register students of all ages for classes, both at front counter and by telephone
- Enter ticket orders and class registrations into ticketing and patron database system
- Perform quality control duties for ticket and class registration orders
- Perform reception/front desk duties such as answering general phone calls and transferring callers to appropriate departments, greeting visitors as they arrive, and opening/unlocking Arvada Center galleries and museum
- Communicate in a positive and effective manner with patrons seeking information or assistance

**Skills and Competencies**

- Maintain current knowledge about all Arvada Center programming to deliver to inquiring patrons
- Possess a working knowledge of or willingness to learn use of a multi-line phone system, ticketing printer, and standard office equipment
- Ability to perform data entry functions in a timely and accurate manner
- Responsibly handle cash transactions and follow assigned protocols for cash management
- Understanding of soft skills, such as de-escalation, empathy, and active listening
- Propensity to maintain positive working relationships with other staff, patrons, and the general public
- Ability to lift up 10 pounds regularly and 20 pounds occasionally
- High school diploma or GED and a minimum of one (1) year customer service experience
- Experience in Microsoft Office, Google Workspace, and ticketing systems, especially Tessitura or Spektrix preferred
- Available and willing to work a non-traditional schedule which can include evenings, weekends, and/or holidays

**Compensation**
This is a part-time, nonexempt position earning $18.00 per hour and is eligible for paid sick leave. Schedule is based on business needs, approx. 10-20 per week.

The Arvada Center for the Arts and Humanities is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees based on age, race, sex, color, religion, sexual orientation, gender identity, national origin, genetic information, disability or any other status protected by state or local law. Candidates from traditionally marginalized communities are especially encouraged to apply.

**Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.**

**Application Instructions**
Send an email with resume and cover letter as PDFs to jobs@arvadacenter.org with the job title in the subject line.

Applications accepted until 11/06/2026.