



Administrative: 612-333-2700

Patron Services: 612-333-6669

Fax: 612-333-0869

JOB DESCRIPTION

Job Title: Patron Services Performance Representative
Reports To: Patron Services Manager
Classification: Seasonal part-time, non-exempt with potential for extension
Work Location: On-site (no remote work)
Hours: Tuesday – Sunday, primarily nights and weekends, variable, typically 5-15 hours/week
Hourly Wage: \$18.00

Organization:

Minnesota Opera's vision is to sing every story, and its mission is to advance the art of opera by expanding the circle of musical storytelling. We aim to inspire hope, empower all voices, and strengthen bonds between people of all backgrounds and identities. To this end, Minnesota Opera commits itself to working continuously to being an anti-racist and anti-oppressive organization.

Summary:

The Patron Services Performance Representative is a part-time, box office position providing excellent customer service while engaging with patrons requesting ticket reprints, will-call pickups, and rush sales. This position works primarily at the Luminary Arts Center in Minneapolis and secondarily at the Ordway Center for the Performing Arts in Saint Paul. Additional responsibilities may include processing ticket orders over the phone and in person at the Minnesota Opera Center in Minneapolis. The Patron Services Performance Representative also possesses expert knowledge of upcoming performances and exemplifies the Opera's anti-racist and anti-oppression initiatives by serving in a patron-facing position.

Responsibilities include, but are not limited to:

- Provides exceptional, concierge-style customer service for patrons of MN Opera and the Luminary Arts Center.
- Communicates clear and accurate information to patrons regarding opera performances, events, and policies.
- Serves as an MN Opera ambassador by facilitating orders and responding to inquiries via multiple channels.
- Accurately processes transactions, upholding data entry standards and financial accountability.
- Makes recommendations and upsell suggestions to help build patron affinity.
- Fields customer service issues, records feedback and communicates pertinent information to the Patron Services Manager.
- Creates, updates, and safeguards patron data of constituent records in accordance with the Patron Journey roadmap.
- Maintains ongoing training and proficiency in Tessitura and all standardized procedures.
- Assists in the maintenance of products, performances, events, and promotional offers as assigned by the Patron Services Manager.
- Supports and assists the daily operations of the Patron Services Department as assigned by the Patron Services Manager.
- Contributes to team projects by completing related projects as needed.

This position is a good fit for someone who:

- Ability to work flexible hours, nights, and weekends as required by the MN Opera's schedule and sales cycles.

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- Exemplary customer service and sales ability (required).
- Enthusiasm for and commitment to Minnesota Opera's antiracist, anti-oppressive work.
- Engaging personality, including a good work ethic, high standards, discretion, maturity, and composure.
- Strong computer skills (required), working knowledge of Microsoft Office and Outlook (preferred).
- Strong communication, quantitative, and organization skills.

Minnesota Opera is willing to teach:

- Tessitura CRM system.
- POPP phone system.
- Opera as an artform and associated Minnesota Opera products, including subscriptions, single tickets, related events, and ancillaries.
- Policies and procedures specific to Minnesota Opera.

Performance shift availability requirement:

- To ensure smooth operation of our box office during main stage operas and Luminary Arts Center rentals, all Patron Services Representatives must meet each of the following shift commitments this season.
 - Each representative must provide availability for a minimum of two rental shifts per month.
 - For each main stage production, all representatives must provide availability for a minimum of two performances per main stage production.
- Representatives are responsible for requesting shifts in advance and fulfilling their assigned roles.
- Shift availability request does not guarantee shift assignments.
- 26-27 Mainstage productions:

The Many Deaths of Laila Starr

- Saturday, October 31, 5:30p-9:30pm
- Thursday, November 5, 5:30p-9:30pm
- Saturday, November 7, 5:30p-9:30pm
- Sunday, November 8, 11:30am-4:30pm

My Name in Florence: Encore Concert

- Friday, January 8 at 7:30pm
- Saturday, January 9 at 7:30pm

Ariodante

- Saturday, March 13, 5:30p-9:30pm
- Thursday, March 18, 5:30p-9:30pm
- Saturday, March 20, 5:30p-9:30pm
- Sunday, March 21, 11:30am-4:30pm

Falstaff

- Saturday, May 8, 5:30p-9:30pm
- Sunday, May 9, 11:30am-4:30pm
- Thursday, May 13, 5:30p-9:30pm
- Saturday, May 15, 5:30p-9:30pm
- Sunday, May 16, 11:30am-4:30pm

Luminary Arts Center Coverage

- *Thursday, November 5, 5 pm*
- *Friday, January 8, 6 pm*
- *Saturday, January 9, 12:30 pm, 5 pm*
- *Saturday, March 13, 5 pm*
- *Saturday, May 8, 5 pm*
- *Saturday, May 15, 5 pm*

Full List of Available Shifts

- *9/17/2026, SHRINK/ we all need one*
- *9/18/2026, SHRINK/ we all need one*
- *9/19/2026, SHRINK/ we all need one*
- *9/20/2026, SHRINK/ we all need one*
- *9/25/2026, DELUXE*
- *9/26/2026, DELUXE*
- *11/5/2026, Laila Starr, LAC TBD*
- *11/13/2026, Love Evolving, Threads Dance Project Anniversary Show*
- *11/14/2026, Love Evolving, Threads Dance Project Anniversary Show*
- *11/15/2026, Love Evolving, Threads Dance Project Anniversary Show*
- *12/12/2026, A Stocking Full of Awesome XV, Danger Committee*
- *12/13/2026, A Stocking Full of Awesome XV, Danger Committee*
- *12/17/2026, A Stocking Full of Awesome XV, Danger Committee*
- *12/18/2026, A Stocking Full of Awesome XV, Danger Committee*
- *12/19/2026, A Stocking Full of Awesome XV, Danger Committee*
- *12/20/2026, A Stocking Full of Awesome XV, Danger Committee*
- *12/22/2026, Triple Espresso*
- *12/23/2026, Triple Espresso*
- *12/26/2026, Triple Espresso*
- *12/27/2026, Triple Espresso*
- *12/29/2026, Triple Espresso*
- *12/30/2026, Triple Espresso*
- *1/1/2027, Triple Espresso*
- *1/2/2027, Triple Espresso*
- *1/3/2027, Triple Espresso*
- *1/7/2027, Triple Espresso*
- *1/8/2027, My Name is Florence, Triple Espresso*
- *1/9/2027, My Name is Florence, Triple Espresso*
- *1/10/2027, Triple Espresso*
- *3/13/2027, Ariodante, LAC TBD*
- *5/8/2027, Falstaff, Young Dance Tentative*
- *5/9/2027, Young Dance*
- *5/15/2027, Falstaff, Young Dance tentative*

Total Hours: 80 hours (includes training)

How to apply:

mnopera.org

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Please go to <https://mnopera.org/about/jobs/> and click the red box labeled "Learn More" under the job summary. From there you will be asked to fill out a confidential Self ID Survey and upload your resume and cover letter. Application materials will go to the search team; individual Self ID information will go directly to and be seen only by Jen Thill, HR Director.

Application Deadline

Midnight on Monday, September 21st.

Minnesota Opera is an Equal Opportunity Employer