

Patron Services Associate

Job Type: Temporary; Part-Time; Non-Exempt

Compensation: \$24-\$28/hour

Schedule: Minimum 20 hours/week; Tuesday- Saturday; 4-hour shift; Evenings Required

This is a temporary opening for the 5-week run of the production *ROI* from August 6th through September 5th, 2026, with potential for repeat assignment for the future production of *Perfect Daughter* scheduled for February 25th through April 3rd, 2027.

Position Overview

The Patron Services Associate serves as the primary Box Office representative for San Francisco Playhouse's off-site performance location at the Creativity Museum in Yerba Buena Gardens for their 2026-27 Season. This role is responsible for independently managing all Box Office operations on performance days, including ticket sales, patron assistance, and cash handling, within a shared, non-traditional venue space. Working in coordination with Concessions staff and Creativity Museum Front of House personnel, the Patron Services Associate ensures a smooth, welcoming, and efficient arrival experience for all patrons attending performances at the off-site location.

This position requires a high degree of trust, autonomy, and adaptability, as the Associate is solely responsible for transporting, setting up, operating, and securing Box Office equipment and funds each performance day. Strong attention to detail, excellent customer service skills, and the ability to work confidently in a mobile, fast-paced environment are essential, along with the flexibility to support evening and weekend performance schedules.

The Patron Services Associate reports directly to the Patron Services Manager.

Key Responsibilities

- Operate a fully independent, off-site Box Office station at the Creativity Museum in Yerba Buena Gardens for all San Francisco Playhouse (SFPH) performances held at the venue.
- Transport Box Office materials including cash box, credit card processing equipment, and related supplies from the mainstage location to the off-site venue prior to each performance.
- Print and prepare all required tickets in advance at the mainstage Box Office and ensure accurate delivery and readiness for same-day sales at the off-site location.
- Set up, manage, and secure a temporary Box Office workstation in a shared foyer space, coordinating respectfully with Concessions staff who will operate a parallel POS station.
- Maintain full responsibility for Box Office cash handling, reconciliation, and end-of-night cash security procedures at the off-site venue.

- Operate point-of-sale and ticketing systems independently, ensuring accuracy in sales, exchanges, comps, and reporting.
- Provide exceptional patron service, including ticket sales, seating assistance, performance information, and resolution of patron inquiries or issues.
- Coordinate closely with Creativity Museum front-of-house staff regarding patron flow, entry logistics, and shared space usage guidelines.
- Ensure all Box Office materials, cash, and equipment are securely transported back to the mainstage location at the end of each performance.
- Execute nightly setup and strike procedures for a temporary, mobile Box Office environment, ensuring nothing remains unsecured on site.
- Communicate operational issues, patron concerns, or irregularities promptly to SFPH leadership or designated management staff.
- Report on notable events, discoveries, or requests per-performance in a departmental report completed and distributed through Microsoft applications.

Qualifications

- Excellent organizational, communication, and problem-solving skills
- Prior experience in event management, theater operations, or customer service leadership
- Proven ability to manage high-pressure situations and crowds with calmness and professionalism
- Ability to work flexible hours, including evenings, weekends, and holidays
- CA Food Handlers Card (or willingness to obtain)
- CPR and First Aid certification (or willingness to obtain)

Benefits

- San Francisco Sick Leave
- Paid Holidays
- Workers Compensation
- Commuter Benefits
- Retirement Savings Plan Enrollment
- Complimentary Performance & Event Tickets
- Qualified Medical Expense Reimbursements

How to Apply

Please submit your resume and a cover letter outlining your relevant experience along with three professional references to jobs@sfplayhouse.org.

We are an equal-opportunity employer and encourage applicants from all backgrounds to apply.