

## ***Patron Services Administrator Job Description***

Playhouse Theatre Group Inc.

Updated: September 2025

### **Profile:**

Playhouse Theatre Group ("PTG") is a professional theatre organization, operating a 163-seat black box theater in West Hartford, CT, and an education division serving students of all ages in the greater Hartford area. We produce a varied season of work including plays, musicals, dance performances, theatre for young audiences, and occasional one-off events such as stand-up comedy nights, play readings, and small concerts.

### **Overview:**

Playhouse Theatre Group seeks a part-time Patron Services Administrator to join its growing team. This collaborative position ensures that professional, knowledgeable, and friendly customer service is offered at Playhouse on Park and all Playhouse Theatre Academy educational venues with a focus serving as coordinator for subscribers, group sales, senior and school relations. The Patron Services Administrator will also serve as a House Manager for select Playhouse on Park events, overseeing front of house operations before, during, and after performances on a rotating schedule.

### **Primary Responsibilities**

- Utilize online ticketing systems, registration management software systems, and other applicable computer and phone programs.
- Oversee the growth of senior community relationships and outreach. Serve as a reliable contact with consistent communication by phone, mail, email, and in person.
- Serve as the lead point of contact for group sales.
- Assist with the annual subscription renewal process.
- Responsible for executing opening and closing routines for all worked venues, as well as ensuring the maintenance of box office security measures, adherence of child safety policies and protocols, and the completion and distribution of daily venue, class, and incident reports.
- Serve as a House Manager, troubleshooting issues and overseeing box office staff and volunteer ushers to ensure a smooth, safe, and professional experience for all patrons.
- Provide support for receptions, meetings, parties, or events taking place at Playhouse Theatre Group operated venues.
- Manage accurate daily financial transactions (cash, checks and credit cards) and coordinate all aspects of student registrations.
- Support the administrative needs of other departments within reason, and under instruction of the Office Manager and PTG leadership.
- Other duties as assigned.

### **Minimum Qualifications and Skills**

- Exemplary customer service skills.

- Strong organizational skills with attention to detail and data management capabilities.
- Ability to communicate, both written and verbally, to a diverse range of individuals.
- Must have reliable transportation to and from the workplace and various offsite locations.
- Proficient with computers, smart devices and telephone systems.
- Flexible and able to manage multiple tasks with minimal supervision.
- Flexible working hours.
- Successful candidates will be required to pass a background check.

### **Preferred Experience and Skills**

- A passion and love for the arts and a general knowledge of theatre.
- Proficient with online ticketing and registration systems.

### **Additional Information:**

This is a part time, hourly position paying \$20/hour

Working hours and schedule can vary from week to week based on the production calendar, box office, and class schedules, with an average of between 20 and 30 hours per week. The work schedule will include some evenings and weekends.

*Playhouse Theatre Group is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*

Send all questions, letters of interest, and resumes to the Office Manager, Bradley Ellis:  
[bellis@playhousetheatregroup.org](mailto:bellis@playhousetheatregroup.org).