

POSITION TITLE:	Membership Engagement Representative
REPORTS TO:	Senior Manager, Membership Engagement
WORK SCHEDULE:	Full-time/30 hours a week, including evenings, weekends, and some holidays
WORK LOCATION:	All shifts onsite at The Music Center Annex
STATUS: (Exempt/Non-Exempt):	Non-Exempt
COMPENSATION:	\$19-\$24/hour plus variable commissions and bonuses
BENEFIT STATUS:	Eligible
DEPARTMENT:	Marketing & Sales

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation's most influential non-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum, and the Kirk Douglas Theatre. Whether it's producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where the values of diversity, equity, access, and inclusion are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences in order to ensure that everyone has access to our work onstage, behind the scenes, and in the community.

POSITION SUMMARY:

Membership Engagement Representatives make outbound calls and represent CTG in-person to current, lapsed, and prospective subscribers and donors to engage, sell subscriptions, and solicit memberships and donations. The ideal candidate will be energetic, committed, and sales-driven, with excellent interpersonal skills, a drive to succeed, and a passion for live theatre.

PRIMARY RESPONSIBILITIES:

1. Makes outbound sales calls to current, lapsed, and prospective patrons for subscription renewals, subscription acquisitions, and annual donations (including memberships) under \$2,500. Makes a strong effort to maximize the number of calls, contact levels, and sales. Supports annual sales and donation goals.
2. Makes outbound non-sales calls to patrons to thank them, provide customer service, and/or update contact information.
3. Represents CTG to patrons in the lobby of the Ahmanson Theatre, Mark Taper Forum, and Kirk Douglas Theatre for the purpose of selling subscriptions, memberships, and donations. Makes a strong effort to maximize the number of contacts with patrons.
4. Maintains minimum sales goals and hours set by the Membership Engagement leadership team.

5. Maintains an enthusiastic and positive rapport with patrons by providing complete assistance and correct information with the utmost deference and friendliness when taking subscription orders, membership sales, or donations.
6. Attends all training sessions and has complete knowledge of the productions being presented as part of the Center Theatre Group season. Has total knowledge of CTG ticketing policies and how they relate to the patrons' subscription order.
7. Maintains complete knowledge of Friends Membership levels/benefits and basic understanding of Insiders and Visionary Membership levels.
8. Maintains Center Theatre Group and Membership Engagement Teams' high standard of customer service and professionalism when dealing with all patrons and staff, both in-person and over the phone.
9. All other duties as assigned.

SECONDARY RESPONSIBILITIES:

1. Demonstrates good work habits including but not limited to attendance, following CTG workplace policies, being responsive and following through on all patron, supervisor, and staff requests in a timely fashion.
2. Works as a collaborative team member with both Membership Engagement and Marketing staff.
3. Makes considerable effort to attend as many Center Theatre Group productions as possible. When available, CTG staff members are eligible for a pair of complementary tickets for each production.

CTG provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties. All employees are expected to be familiar with and adhere to Center Theatre Group's Personnel Policies and Procedures.

QUALIFICATIONS:

- Sales or customer service experience with a friendly and service-oriented demeanor
- Ability to communicate effectively and create an excellent rapport with people outside the organization, representing the organization to customers, the public, government, and other external sources in an articulate and persuasive manner telephonically and in-person.
- General knowledge of live theatre/performing arts
- Working knowledge of computers and software including but not limited to Microsoft Word, Microsoft Excel, and email.
- Familiarity with telephone systems, office equipment and databases.
- Ability to adapt quickly while working in a fast-paced environment.
- Ability to function well under stress.
- Outstanding interpersonal, organizational, and communications skills.
- Enthusiasm, dedication, a sense of humor, positive attitude, and a drive to succeed.
- Proven success in customer service or sales preferred

MINIMUM REQUIREMENTS

- Must be able to physically type and concentrate for long periods for accurate recordkeeping into a computerized system
- Ability to lift, carry up to 30lbs
- Ability to work full-time, onsite (no remote work is allowed)

- Ability to work under pressure in a fast-paced environment

All employees are required to pass a background check.

CTG cares deeply about employees' health and safety. We strongly recommend that all employees remain current with COVID-19 vaccines and boosters.

COMPENSATION

As benefits-eligible employees with a minimum of 30 working hours per week, Membership Engagement Representatives will be eligible for the following Center Theatre Group employee benefits:

- Medical Insurance
- Employer-paid parking
- Paid time off including vacation, sick, personal days, and holidays
- Flexible Spending Accounts
- Retirement plan options
- Employee Assistance Program

Please note: Membership Engagement Representatives must average 30 hours per week over a 12-month period to maintain CTG benefits. If the average weekly hours worked fall below an average 30 hours per week over the 12-month time period, the employee will no longer be eligible for benefits.

Additional benefits are available for employees averaging 35 hours/week over a 12-month period.

TO APPLY

Tell us why you are the ideal person for this job.

Please send your resume and cover letter to marketingjobs@ctgla.org. Please be sure to include the position title in the subject line of the email. Due to the heavy volume of resumes received, emails that do not include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance. We support, promote and embrace a diverse workforce.