



## Patron Services Associate

**Classification:** Part-time, seasonal, non-exempt  
**Reports to:** Patron Services Manager  
**Pay:** \$20-\$23 per hour  
**Dates:** March 3 – July 27, 2025

### About the Carmel Bach Festival:

The Carmel Bach Festival (CBF) began in 1935 as a four-day series of concerts at the Sunset School Auditorium and the Carmel Mission Basilica. Over the years, it grew to a two-week celebration of concerts, recitals, master classes, lectures, and open rehearsals in July. The Festival's mission is to celebrate the works, inspiration and ongoing influence of Johann Sebastian Bach worldwide by immersing audiences in a festival experience integrating music, education and ideas. Under the leadership of Artistic Director and Principal Conductor Grete Pedersen the organization offers innovative artistic programming.

**The 88th season takes place July 12–26, 2025.**

### Position Summary:

Patron Services Associate plays an important role in organizing and supporting all *front of house* activities including but not limited to selling tickets using Audience View software, managing will-call, and providing world class customer service during concerts and receptions.

### Key Responsibilities:

Assist Patron Services Manager including administrative duties, volunteer management, volunteer training, and patron engagement.

Assist the Festival's Event Manager with set-up, greeting patrons and staff, managing food and drinks, and cleaning up at pre and post-concert receptions and other donor events.

Assist House Managers at assigned concert venues with any needed tasks such as conducting a walk-through of the theater to verify that the theater is clean and presentable for the audience, arranging seating accommodations, and managing patrons prior to and during concerts including education about performance guidelines.

As Patron Services Assistant for concerts, work with House Managers and other staff to ensure smooth events, set up ticketing tables and supplies, supervise ticket scanners, sell tickets, manage patron flow, and troubleshoot any patron issues. Hand out programs and greet patrons as needed.

## Qualifications:

- Prior performing arts experience desired but not required.
- Experience with software such Microsoft Suite (Word, Excel, etc.), Outlook, and Teams.
- Prefer experience with database applications and patron engagement.
- Strong written and verbal communication skills.
- Strong organizational skills.
- A positive attitude.
- Reliability and flexibility, as some events conclude late (11 pm – Midnight).
- Ability to serve alcohol.
- Ability to carry up to 25 pounds.
- 18 years old or older

## How to Apply

Please prepare a resume and a short statement of interest explaining why you are the best candidate for this role! Submit to [hr@bachfestival.org](mailto:hr@bachfestival.org) with “Patron Services Associate” in the subject line.

Applications will be reviewed on a rolling basis until the position is filled. Target hire date is March 3rd, 2025.