



This job description is intended to describe the general content and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and does not imply a contract.

POSITION TITLE: Patron Services Assistant
DEPARTMENT: Sales and Revenue Management
REPORTS TO: Director of Patron Experience and Season Tickets
FLSA: Exempt
EMPLOYMENT STATUS: Regular/Part time

WORK SCHEDULE:

- Monday through Friday, 9am – 1pm

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to patron service requests, inquiries and concerns via phone, electronically or in person.
- To provide support to the subscription and group and corporate sales office, as well as work in tandem with Priority Seating department by processing telemarketing orders.
- Responsible for processing and maintaining the pay plan option during renewal period.
- Research potential sales leads
- Other duties as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CRITICAL ELEMENTS:

- General knowledge of ticket sales programs. Quickly and accurately process orders while maintaining the integrity of account information, release and put seats on hold, process payments and print invoices, print tickets on specialized ticket stock.
- Affable and efficient patron service.
- Workable knowledge of Windows 10
- Very strong interpersonal and patron service skills
- Interest in classical music and the arts
- Ability, creativity and motivation to work in new and innovative ways to expand the boundaries of traditional audience services
- Must be available to work nights and weekends as needed

PHYSICAL DEMANDS/WORK ENVIRONMENT:

The work environment and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Some standing, walking, bending, frequent use of hands, stooping and light lifting (at least 10 pounds) is needed.
- The noise level in the work environment is usually moderate.