

**1st ASSISTANT TREASURER**

**Patron Services Department**

|  |  |  |  |
| --- | --- | --- | --- |
| **Work Status:** | Full-Time Regular | **Payroll Type**  | Non-Exempt |
| **Schedule:** | Varies including nights and weekends | **Regular Hours:** | 40 hours per week |
| **Location of Job:** | Davies Symphony HallSan Francisco, CA | **Hourly Rate:**  | Per terms of collective bargaining agreement |
| **Reports To:**  | Box Office Treasurer | **Supervisory:**  | Yes |

**JOB SUMMARY**

This position reports to the Box Office Treasurer and assists the Box Office Treasurer in day to day management of box office. A flexible schedule is required including some nights and weekends.

**RESPONSIBILITIES**

* Primary responsibility of furnishing staff with sales information and updates
* Answers questions and assists staff with daily activities
* Assists in handling patron complaints and problems
* Works with Information Technology Department to resolve computer system problems
* Monitors ACD/MIS phone system focusing on number/length of calls waiting and adjusts staffing levels
* Responsible for ticket inventory management
* Handles tour ticketing for staff, board, musicians and patrons’ tours
* Manages Box Office during assigned performance show calls
* Assist the Box Office Treasurer and cover Treasurer responsibilities as needed
* Handles Accounts Receivables and Extended Payment plans for the department
* Responsible for proofing all Marketing materials and system set up
* Oversees all wheelchair seating and works as a liaison with house engineer to ensure wheelchair needs are met
* Produces Marketing and Sales Reports as required
* Answer ticket sales/patron service calls, works show calls and is able to cover all department positions during absences, time-off and days of high work volume.

**QUALIFICATIONS**

* Minimums 3 -5 years management experience in high volume ticket sales environment in an arts, live performance or sports organization.
* Minimum 3 -5 years working with advanced ticketing functions in Tessitura Ticketing software required
* Ability to work well with the Box Office Treasurer, staff and other departments within the organization, as a team
* Ability to work with the public in a professional, respectful and courteous manner
* Strong organizational skills and ability to work independently while handling multiple tasks.
* Expertise in the use of Microsoft Office products
* Excellent customer service skills
* Problem solving ability
* Courtesy, patience, diplomacy, diligence, thoroughness and accuracy

**APPLICATION INSTRUCTIONS**

To apply, please visit our website at [www.sfsymphony.org](http://www.sfsymphony.org/).  Under the About Us tab, go to the Careers and Auditions page and click on “View administrative job listings.”  Search for this job and click on “Apply for this Position” to submit your resume, cover letter, and application.

**ORGANIZATIONAL PROFILE**

The San Francisco Symphony, under Music Director Michael Tilson Thomas, is one of the country’s leading orchestras. Some 220 concerts each year reach an audience of more than 600,000, while national and international broadcasts, heard on more than 215 radio stations, reach millions more. The Symphony has its own recording label, SFS Media, and its recordings have won some of the world’s highest honors. Its multimedia initiative, *Keeping Score,* has reached over six million people with television and radio broadcasts, DVDs, and an interactive website. The Orchestra tours extensively throughout Europe, Asia, and the United States, and its outstanding artistic reputation enables it to attract the world’s finest guest artists and conductors to Davies Symphony Hall. More than 70,000 young people are served each year by the Symphony’s numerous education programs, including its internationally renowned Youth Orchestra and Adventures in Music (AIM), which reaches every 1st through 5th grader in San Francisco’s public schools. The organization is led by President Sakurako Fisher and Executive Director Brent Assink.

The San Francisco Symphony’s mission is to set the highest possible standard for excellence in musical performance at home and around the world; enrich, serve, and shape cultural life throughout the spectrum of Bay Area communities; and maintain financial stability and gain public recognition as a means of ensuring its ability to fulfill its mission.

The San Francisco Symphony is an Equal Opportunity Employer.