

**PATRON SERVICES REPRESENTATIVE**

**Patron Services Department**

**Marketing Division**

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| **Work Status:** | Part-Time Regular | **Payroll Type:** | Non-Exempt |
| **Schedule:** | Varies, including weekends | **Regular:** | 9:30 AM – 6:00 PM + some show evenings |
| **Location of Job:** | Davies Symphony Hall  San Francisco, CA 94102 | **Hourly Rate:** | Per Collective Bargaining Agreement |
| **Reports To:** | Box Office Manager | **Supervisory:** | No |

**JOB SUMMARY**

The Patron Services Representative provides the highest levels of customer service to our patrons, takes and fulfills ticket and subscription orders by phone, mail or in person, and supports the operation of the Box Office through data entry, proofing, customer contact and management, and other duties and projects as assigned by the Box Office Manager. The Patron Services Representative will work part-time, not to exceed 30 hours per week. Hours are flexible, but include evening hours and weekend hours.

* Completes sales through Tessitura software for incoming phone, mail and in-person orders at the Symphony Box Office.
* Makes courtesy and follow-up calls to patrons to resolve issues with their tickets purchase or other Symphony business.
* Provides exemplary customer service, follow-through and support.
* Turns each patron interaction into a positive experience.
* Handles complaints and satisfies upset patrons
* Supports Box Office Managers with additional duties.

**QUALIFICATIONS**

* Minimum 5 years’ experience in a customer service, sales, public relations or similar environment. Experience with ticketing and/or arts organizations a plus.
* Minimum 5 years’ experience working with customer relationship management software. Experience with Tessitura a plus.
* Ability to constantly provide highest levels of customer service.
* Great communication, listening and phone skills.
* Ability to work as a team in a dynamic work environment.
* Ability to interact with patrons and co-workers in a positive, courteous, patient and diplomatic manner.
* Keyboard skills and the ability to enter data in an accurate and thorough manner.
* Proficient user of Windows, Excel, Word and Outlook. Database experience a plus.
* Strong organizational skills and ability to work independently while handling multiple tasks.
* Willingness to set goals and learn new skills.
* Knowledge of or willingness to learn about Classical music.

**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 “Jobs at the SF Symphony.”  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.