

Position: Teleservices Manager

Full-time, exempt

SUMMARY: The Teleservices Manager leads an evening Teleservices Call Center and coordinates Oregon Symphony Teleservices activities to achieve an annual subscription/ticket sales campaign of not less than \$1,000,000, and an annual contribution campaign of not less than \$250,000 by performing the following duties personally or through subordinate staff:

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Supervise a staff of 6–8 part time Oregon Symphony Patron Services Representatives (PSRs) during 5 weekly shifts of 5 hours each and, as needed, 6 weekly shifts.
2. Has primary responsibility for the recruitment, screening, and engagement of these PSRs; trains, coaches, motivates, monitors and tracks their performance.
3. In coordination with the Annual Giving Manager and Audience Development Manager, implements best call practices for annual giving and subscription campaigns, respectively.
4. Assists in the development of an incentive bonus plan for callers and recommends appropriate recognition of performance; implements and monitors approved incentive plan.
5. Responsible for the development of monthly schedules, established script and call-handling strategies.
6. Assists in the development of and implements cross-selling and call-handling procedures.
7. Maintains constituent records and financial data in compliance with privacy rules and regulations.
8. Ensures Teleservices staff adherence to Oregon Symphony employment policies and standards; reports progress and productivity results.
9. Attends and participates in Marketing and/or Development department meetings, as scheduled.
10. Reports equipment malfunctions for repair or replacement.
11. Other duties as may be assigned from time to time.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

- **Education and/or Experience:** Bachelor's degree (B.A) from four-year college or university; or two years related experience and/or training, or equivalent combination of education and experience.
- **Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **Computer Skills:** To perform this job successfully, an individual should have a good working knowledge of, or ability to quickly learn, Tessitura database software; order processing systems; Microsoft Office Word, Excel and Outlook.
- **Mathematical Skills:** Ability to forecast expenses and revenue with accuracy; ability to calculate figures and amounts such as discounts, interest, commissions and percentages.

- **Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Certificates, Licenses, Registrations:** None required.

OTHER QUALIFICATIONS: Ability to work weekday evenings plus some weekend hours.

OTHER SKILLS AND ABILITIES: Exceptional motivational and communication skills; ability to set priorities and work within established timelines; working knowledge of, or ability to learn, the basics of music performance genres presented by the Oregon Symphony; ability to learn and correctly pronounce foreign names or music titles. Appreciation for live symphonic music a plus. Sense of humor required.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies.

- **Problem Solving** – Identifies and resolves problems in a timely manner; Uses reason even when dealing with emotional topics.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- **Communication** – Speaks and writes clearly, informatively and persuasively in positive or negative situations; presents numerical data effectively; listens and gets clarification; Responds well to questions; Participates in meetings.
- **Teamwork** – Balances team and individual responsibilities; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Gives appropriate recognition to others.
- **Managing People** – Takes responsibility for subordinates; activities; Provides regular performance feedback; Develops subordinates skills and encourages growth; Communicates changes and progress; Manages project team activities.
- **Ethics** – Treats everyone with respect and tact; Keeps commitments; inspires the trust of others; Works with integrity and ethically.
- **Organizational Support** – Works within approved budget; Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Promotes a harassment-free environment; Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Judgment** – Exhibits sound and accurate judgment; Includes appropriate people in decision-making process; Makes timely decision.
- **Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.
- **Planning/Organizing** – Uses time efficiently; Organizes or schedules other people and their tasks.
- **Quality/Quantity** – Demonstrates accuracy and thoroughness; Meets productivity standards.
- **Adaptability** – Adapts to changes in the work environment; Changes approach or method to best fit the situation.
- **Dependability** – Follows instructions and responds to management direction; Commits to long hours of work when necessary to reach goals; Is consistently at work and on time; Ensures work responsibilities are covered when absent.

PHYSICAL DEMANDS: The 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.

While performing the duties of this position, the employee is regularly required to talk and/or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus for use of computer monitor and reading written material.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities.

While performing the duties of this position, the employee is occasionally exposed to moving mechanical parts such as copiers and printers. The noise level in the work environment is usually moderate.

To apply, please submit a cover letter and resume to careers@orsymphony.org. No phone inquiries, please.

Position is open until filled.