OREGON SYMPHONY
Position Description

Job Title: Director of Patron Services

SUMMARY: The Patron Services Director oversees the day-to-day operations of the Symphony’s Ticket Office ensuring the highest level of customer satisfaction when purchasing subscriptions, single tickets, and making donations by phone, in person, and online. The Patron Services Director also plays a key role in setting ticket prices and sales goals as well as collaborating with the marketing and development teams to produce a patron revenue model for meeting the organization’s revenue goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Ticket Office (50%)

1. Manages Ticket Office staff and resources in support of the Symphony’s revenue goals (earned and contributed) by building patron loyalty through a superb customer service experience.
2. Works with the VP of Marketing to set prices and the ticket scaling for all concerts, to ensure that tickets are priced to meet marketplace demand and the inventory is dynamically managed to goals and maximum ticket sales potential.
3. Works with the VP for Marketing and Strategic Engagement, and marketing staff, to devise and implement all marketing campaigns, discounted offerings and pricing issues including inventory decisions to offer staff/musician complimentary tickets and notification to employees thereof.
4. Supervises Ticket Office Manager and provides support with direction of Patron Service Representatives.
5. Schedules ticket office staff both in the Ticket Office and at the Concert Hall; maintaining and reporting attendance data for payroll purposes.
6. Manages Front of House Manager and Will Call staffing schedule. Acts as alternate Front of House Manager, as needed, and is in rotation for hall work.
7. With Ticket Office Manager, recruits, trains, and monitors performance of all Patron Service Representatives assigned to the Ticket Office. Includes ongoing audit of all Ticket Office transactions to assure accuracy and compliance with audit control requirements.
8. Audits daily cash listing prepared by the Ticket Office Manager.
9. Processes or directly supervises the issuance of all complimentary tickets in accordance with approval by VP for Marketing and Strategic Engagement.
10. With approval from the VP for Marketing and Strategic Engagement and input from the Ticket Office Manager, establishes and maintains a Patron Service Bonus Plan for all ticket office personnel.
11. Controls ticket inventory including placing appropriate “holds” for internal usage such as Development and sponsor holds, Artistic Operation’s seat kills and artist’s contractual comps, ADA compliance and inventory holds for fixed seat subscriptions.
12. Directly supervises all concert “builds” to ensure proper pricing and ticket printing.
13. Serves as concierge for VIP patron relationships.
14. Establishes annual calendar with Marketing and Design to ensure renewal notices, Subscription Ticket Packets and single tickets are processed and mailed in a timely manner for best customer service practice and revenue requirements.
15. Manages resolution of all patron complaints and issues.

**Teleservices Department: (50%)**
1. With Teleservices Manager, recruits, trains, and monitors performance of all Patron Services Representatives assigned to the Teleservices Room including random audit of transactions by the Patron Services Representatives and Teleservices Manager to assure accuracy and compliance with best audit control requirements.
2. Supervises Teleservices Manager and provides support with direction of Patron Service Representatives in the call center.
3. With Audience Development Manager, Teleservices Manager, and VP for Marketing and Strategic Engagement creates and implements incentive bonus plan for call center personnel to maximize revenue and sales within established budget.
4. Prepares attendance and payroll data and submit bi-weekly to Finance. Provides updated staffing costs to VP, Finance and Administration to ensure budget requirements are met.
5. With input from the Teleservices Manager and Development Membership Manager, establishes and supervises the annual campaign call calendar to ensure all income goals for both departments are achieved.
6. With input from the Teleservices Manager and Development Membership Manager, creates and evaluates proper “scripting” and sales call efficiency.

**Other Duties:**
1. Participates in marketing meetings and strategic planning.
2. Serve as point person for all incoming “Symphony-in-E-mail” correspondence from Patrons.
3. Serves as a proof reader for all marketing and ticketing materials to ensure accuracy.
4. With Production Manager, manages inventory and marketing material to ensure necessary resources and budget compliance.

**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 one to 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.
- **Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- **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.
• **Computer Skills**: To perform this job successfully, an individual should have a strong working knowledge of Tessitura Database software; Microsoft Office and Internet software; Excel Spreadsheet software and Word for Windows software

• **Certificates, Licenses, Registrations**: None required; CPR preferred.

**OTHER QUALIFICATIONS**: Must be able to work evenings and weekends (as needed) during the performance season.

**OTHER SKILLS AND ABILITIES**: Exceptional customer service focus; Strong organization, motivation, communication and problem-solving skills; Appreciation for live symphonic music a plus; Sense of humor.

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

• **Customer Service** - Manages challenging or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

• **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

• **Communication** - Speaks and writes clearly and persuasively; Listens to others without interrupting and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings; Presents numerical data effectively; Able to read and interpret written information.

• **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; 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 and Managing People** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Influences actions and opinions of others; Provides regular performance feedback; Fosters quality focus in others; Improves processes and services. Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.

• **Ethics** - Maintains confidentiality; Inspires respect and trust; Keeps commitments; Works with integrity and ethically; Upholds organizational values.

• **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources. Promotes a harassment-free environment; Observes safety and security procedures; Uses equipment and materials properly.
• **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

• **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans; Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

• **Professionalism** - Treats everyone with respect; Accepts responsibility for own actions and for subordinates activities; keeps commitments.

• **Quality and Quantity** - Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Meets productivity standards; Measures self against standard of excellence; Looks for ways to improve and promote quality.

• **Dependability** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Follows instructions, responds to management direction; Commits to long hours of work when necessary to reach goals.

**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 job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. 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, distance vision, depth perception and ability to adjust focus in order to use computer monitor.

**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 to perform the essential functions.

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