Oregon Symphony
Position Description

Job Title: Assistant Ticket Office Manager
Department: Patron Services
Reports to: Ticket Office Manager
Supervision Exercised*: Ticket Office Personnel in the absence of the Ticket Office Manager and Director of Patron Services; Front of House Concert Staff when serving as Front of House Manager
FLSA Status: Full Time, exempt
Prepared by: Ariel Lessens & Emily Johnstone
Prepared/Reviewed Date: 12/29/2021
Approved by: Janice Romano
Approved date: 12/30/2021

SUMMARY: The Assistant Ticket Office Manager (ATOM) assists the Ticket Office Manager with oversight of the day-to-day operations of the Oregon Symphony Ticket Office, ensuring efficiency while providing the highest level of customer service both externally and internally; interfaces with other Oregon Symphony departments/staff on issues related to ticketing and subscriptions; and creates goodwill for the entire organization by performing the duties as outlined below.

*Supervisory Responsibilities: In the absence of the Ticket Office Manager and Director of Patron Services, the ATOM directly supervises Patron Services Representatives (PSRs) in daily operation of the Oregon Symphony Ticket Office, ensuring that all activities are executed within Association guidelines. Acts as the main supervisory figure for Saturday Ticket Office management. Also serves as back-up Front of House Manager (FOHM) for concerts, as necessary.

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

Ticket Office Management Assistance (50%)

1. Assists in hiring, training, managing, and monitoring of PSRs
2. Retrieves, responds to, and resolves sales related inquiries left on Ticket Office voicemail and email inboxes. Distributes amongst PSRs as needed.
3. Maintains procedural and training documentation with Ticket Office Manager. Assists in implementation of, training on, and monitoring of Ticket Office procedures and Symphony policies.
4. Assists in preparation of will call, subscription, and single ticket printing for mailings including file preparation for mail house use.
5. Maintains database integrity projects including customer service issues, duplicate account merging, and other projects as assigned by TO Mgr.
6. Handles and processes all ticketing requests including, but not limited to, third party vendors (i.e., Goldstar), education/prelude groups, VIPs, internal expense transactions, and ticket donation requests
7. Performs all concert preparation as needed for FOHM on concert dates
8. Conducts monthly audits of ticketing orders for audit compliance. Prepares data for TO Mgr and Dir. of Patron Services for use in distribution of quarterly bonus payments.
9. Exhibits excellent cash handling skills including, but not limited to, till balancing and deposit preparation
10. Maintains knowledge of the administrative dashboards of RingCentral and Overture+ including updating queue information, list members, automated messages, running reports, and other responsibilities as assigned to assist patrons and PSRs
11. Serves as a back-up for Ticket Office Manager, as needed, in Manager’s absence, including opening and closing of ticket office, resolving Ticketing staff questions regarding pricing, promotional offers, allowable exceptions, and other customer service issues, and duties as assigned.
12. Back-up FOHM for Oregon Symphony concerts at Arlene Schnitzer Concert Hall and Smith Auditorium in Salem, including, but not limited to, supervising equipment setup and breakdown, managing front of house staff, resolving customer service issues, and communicating with House Manager and other non-OSA concert hall staff and volunteers

Patron Services Representative – Ticketing (50%)

1. Provides excellent customer service in the Ticket Office by phone, mail, email and in person as needed, including handling of ticket purchases and ticket exchanges, providing web assistance, and answering general inquiries.
2. Maintain detailed and working knowledge of Tessitura, concert information, and Symphony events
3. With other PSRs, performs customer service duties at concert hall, including setting up and breaking down ticketing systems equipment, as well as preparing relevant concert information and signage.
4. Prepares and processes Ticket Office mail and Gift Cards daily
5. Acts as lead for online chat features and delegates to PSRs as needed

Other Duties:

Participates in relevant meetings, including, but not limited to, Tessitura Systems meetings, PSR staff meetings and others as requested by management staff.

Hours: Up to 35 hours per week in the Ticket Office Tuesday through Saturday 10:00 am to 6:00 pm with occasional concert shifts. Occasional travel may be required. Schedule varies in conjunction with the concert season. This position is currently being performed as a hybrid model and requires access to high-speed internet when working remotely. As health guidelines change, it may revert to a full-time in-office position and work will be conducted at the Symphony business offices or Arlene Schnitzer Concert Hall.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** Associates degree or equivalent from two-year college or technical school plus 2 years related experience and/or training; or equivalent combination of education and experience. Familiarity with Tessitura Software preferred. Facility with RingCentral and/or Overture+ a plus
- **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 an organization.

- **Mathematical Skills:** Ability to add, subtract, multiply, and divide into all units of measure using whole numbers, decimals, and common fractions.

- **Reasoning Ability:** Ability to apply common sense understanding to carry out detailed 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 and Word for windows software.

- **Certificates, Licenses, Registrations:** None required; CPR training a plus.

**OTHER QUALIFICATIONS:** Ability to work nights and weekends during concert season, occasionally on short notice.

**OTHER SKILLS AND ABILITIES:** Exceptional attention to detail, pleasant demeanor. Strong customer service orientation and motivation. Appreciation for live symphonic music a plus. Sense of humor.

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

- **Analytical and Problem-Solving** - Collects and researches data; Uses intuition and experience to complement data; Gathers and analyzes information skillfully.

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

- **Communication** - Speaks and writes clearly, informatively, and persuasively in positive or negative situations; Edits work for spelling and grammar; Presents numerical data effectively; Listens and gets clarification; Responds well to questions.

- **Teamwork** - Balances team and individual responsibilities; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.

- **Ethics** - Treats people with respect; Keeps commitments; Inspires the respect and trust of others; Works ethically and with integrity; Maintains confidentiality; Upholds organizational values.

- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Observes safety and security procedures; Uses equipment and materials properly.

- **Judgment** - Exhibits sound and accurate judgment; Includes appropriate people in the decision-making process.

- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Completes projects on time and budget; Plans for additional resources.

- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats everyone with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.

- **Quality and Quantity** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Meets productivity standards; Completes work in timely manner; Strives to increase productivity.
• **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Remains open to others' ideas and tries new things.

• **Dependability** - Is consistently at work and on time; Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

• **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly 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, color vision, peripheral vision, depth perception and ability to adjust focus for use of computer monitor and proof-reading of print and online materials. The employee must regularly communicate using a phone with wireless headset.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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

This position is currently operating on a hybrid model (i.e., remote and in-office), and requires in-person shifts at the ticket office and concert halls.