Manager of Ticketing Services

Reports to: Director of Patron Services

Status: Exempt, Full-Time

Job Purpose: The Manager of Ticketing Services has direct responsibility for managing the Ticketing Services area and related union staff. They have main responsibility for performances including financial settlements in conjunction with Hall Management for performances with a third-party involvement. This position involves evenings and weekends.

Essential Duties and Responsibilities

- Daily supervising of the Ticket Services staff.
- Information flows to the Patron Services and Ticket Services staff.
- Staff training.
- Working closely with Marketing including weekly staff meetings.
- Ensuring that all customers are treated with the highest level of customer service and resolving problems that are referred to by the Ticketing Services staff and online inquiries.
- Working closely with the union on the staff schedule.
- Researching and resolving customer problems.
- Create as well as maintain an elevated level of customer service both internally and externally.
- Assist the Director of Patron Services with the goals and missions of the department.
- Working knowledge of the Pittsburgh Symphony Orchestra's ticketing system including set-up and reporting.
- Processing inter-department and VIP ticket requests.
- Responding to business emails in a timely manner.
- All other duties as assigned.

Required Education, Experience and Abilities:

- College Degree Preferred
- 2 to 3 Years Managerial/Sales Experience Preferred
- Knowledge of Classical Music Preferred

Physical Requirements:

- Ability to work on a computer for extended periods of time
- Ability to operate related equipment, i.e., computer, copier, scanner

Pittsburgh Symphony, Inc. (PSI) provides equal opportunity to all qualified employees and applicants for employment without regard to race, color, religion, sex, gender, pregnancy, sexual orientation, gender identity, genetic information, ancestry, national origin, age, physical or mental disability, marital status, veteran status, or any other class or category protected by local, state, or federal law.

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The PSI recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.
To apply, please send a cover letter and resume to hr@pittsburghsymphony.org