



PITTSBURGH SYMPHONY ORCHESTRA

Patron Services Representative

Reports to: Manager of Patron Services

Status: Non-Exempt, Full-Time

Job Purpose

The Patron Services Representative supports the efforts of the Marketing Department by assisting in establishing, cultivating, and promoting relationships with designated Subscribers to further sales and giving efforts of the Pittsburgh Symphony Orchestra. Patron Services Representatives enable all departments within the PSO to better serve the needs of the Patrons.

Essential Duties and Responsibilities

- Actively renew, and increase subscriptions through various methods, including inbound and outbound phone calls, email, web, and in-person
- Renew, and solicit donations as an add-on to subscription calls
- Establish, cultivate, and promote relationships with designated PSO patrons
- Facilitate ticketing needs for subscribers and donors
- Serve as primary contact for Patrons for general information and questions
- Provide outstanding personal concierge service for Patrons
- Act as a contributing team member of the Patron Services Area by working collaboratively to achieve individual, departmental, and organizational goals
- Process tickets and donations for designated patrons. Input necessary information into Tessitura; provide feedback to the Manager and/or VP of Marketing and Sales as needed
- Participate in the call center phone queue when necessary
- Attend department or committee meetings, receptions, and events as necessary
- All other duties as assigned

Experience and Abilities:

- Experience in Customer Service, Fundraising, or Sales required
- Excellent written, oral, and interpersonal communication skills
- Must be comfortable speaking and interacting on a telephone
- Strong computer skills, working knowledge of Microsoft Office
- High level of organization, professionalism, and attention to detail
- Must be able to function as part of a team
- Ability to problem-solve non-routine situations independently, locate appropriate resources as necessary; and determine when to refer patron issues to the Manager
- Must be able to use discretion when handling personal and privileged patron information
- Ability to work irregular hours, including nights and weekends as necessary



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Preferred Education, Experience and Abilities:

- Familiarity and proficiency in Tessitura
- Knowledge of music and orchestral repertoire

Physical Requirements:

- Ability to work on a computer for extended periods of time
- Ability to operate related equipment, i.e. telephone, computer, copier, scanner
- Must be able to sit for long periods, and do repetitive tasks

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 Pittsburgh Symphony, Inc. 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.

The Pittsburgh Symphony, Inc. 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.

To apply, please send a cover letter and resume to hr@pittsburghsymphony.org