



PITTSBURGH SYMPHONY ORCHESTRA

Manager of Patron Services

Reports to: Vice President of Marketing & Sales

Status: Exempt, Full-Time

Job Purpose

The Manager of Patron Services, in cooperation with the Director of Ticketing Services, sets policy with regard to customer advocacy, interaction and organizational standards of acceptable customer service practice. They help set policy with regard to box office accounting procedures, ticketing system administration and subscriber benefits. The Manager of Patron Service is responsible for training, scheduling and managing the Patron Services Representatives (PSRs).

The right candidate has to embody the standard by which all customer interaction with the Pittsburgh Symphony should be measured. Therefore, they must maintain a superior level of professionalism, courtesy and efficiency while putting the needs of both the internal and external customer first. This position involves nights and weekends.

Essential Duties and Responsibilities

- Information flow to all Patron Services and ticketing staff.
- Staff training in the Subscription area.
- Event and promotion setup in the Tessitura Ticketing system.
- Manage the fulfillment of all subscription.
- Manage fulfillment of single ticket, hall rental events and fees on the web.
- Working in conjunction with the Director of Ticket Services on event settlement.
- Working closely with Marketing including weekly staff meetings.
- Insuring that all customers are treated with the highest level of customer service.
- Resolving customer complaints and any problems that are referred from the Patron Services staff.
- Monitoring staff and reporting on phone call statistics.
- Scheduling work hours in conjunction with the Director of Ticketing Services so that all shifts and settlements are covered.
- Create as well as maintain a high level of customer service both internally and externally.
- Processing inter-department and VIP ticket requests.
- Responding to business email in a timely manner.

Key Organizational Responsibilities

- Supervise Patron Services Representatives to ensure timely, exceptional service and customer satisfaction.
- Hire, manage, and evaluate the performance of the Patron Services staff.
- Assist the Director of Ticketing Services in the management of ticketing staff.



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Key Budgeting Functions

- Work closely with the VP of Marketing & Sales to achieve goals for the subscription and single ticket campaigns.
- Manage the Patron Services budget, utilizing knowledge and data to complete expense forecasts.

Required Education, Experience and Abilities

- 2 to 3 Years Managerial/Ticketing/Customer Service Experience.
- Availability to work flexible hours including nights and weekends.
- High level of competency in the Tessitura ticketing system required
- Knowledge of MS Word, Excel, PowerPoint, and Adobe Acrobat preferred.
- Excellent written and verbal skills.
- Ability to manage and prioritize multiple responsibilities.
- Ability to work under pressure and as a team player.

Preferred Education, Experience and Abilities:

- College Degree Preferred.

Physical Requirements:

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

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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 your resume & cover letter to hr@pittsburghsymphony.org