



PATRON SERVICES ASSOCIATE

Colorado Symphony Association | Job Description

Title: Patron Services Associate
Department: Sales & Patron Services - Box Office
Reports to: Manager of Sales & Patron Services
Classification: Part-Time, Hourly

Position Profile

The Patron Services Associate is responsible for assisting patrons with all ticketing needs while acting as a steward of both the box office and call center of the Colorado Symphony.

Essential Duties and Responsibilities

- Box Office Operations
 - Ensure that Symphony patrons are being served efficiently, accurately, and politely at all points of contact.
 - Exhibit strong salesmanship, including ability/willingness to cross and up-sell and to manage inventory according to Colorado Symphony best practices, as necessary.
 - General office support including filing, data entry, labeling & stuffing envelopes, etc.
 - Adherence to all organizational policies and sales initiatives.
 - Represent the Colorado Symphony in a professional manner at all times.
 - Utilize all available resources provided.
 - Attends concerts of the orchestra regularly.
 - Performs other duties as assigned by the Director of Sales & Patrons Services and the Manager of Sales & Patron Services.
- Call Center Operations
 - Make outbound sales calls in our call center to pre-determined leads, primarily to solicit season subscriptions and donations.
 - Meet weekly sales quotas as determined by the Director of Patron Sales and Manager of Patron Sales.
 - Maintain accurate and precise sales and lead records.
 - Exhibit strong salesmanship, including and ability/willingness to cross-sell, up-sell and to manage inventory according to Colorado Symphony best practices.
 - Adherence to all organizational policies and sales initiatives.
 - Represent the Colorado Symphony in a professional manner at all times.
 - Utilize all available resources provided to remain knowledge of the Colorado Symphony's season programs and offerings.

The duties listed above should not be considered all-inclusive. The person in this position is expected to perform other work-related duties as assigned, even though they may not be considered primary duties.

Qualifications and Capabilities

- Required:
 - High School diploma or GED equivalent.
 - Proven sales and/or retail experience.
 - Excellent communication skills, both verbal and written.
 - Strong customer service and sales skills, both in person and by phone.
 - Skills in cash handling, customer service and salesmanship.
 - Intermediate computer skills, 10-key and typing.
 - Ability to problem-solve and think quickly on one's feet.
 - High degree of flexibility in response to daily shifting priorities.
- Preferred
 - Previous experience with Tessitura or other ticketing technology
 - Knowledge of the Colorado Symphony's season programs and offerings.
 - A knowledge of and/or interest in music and performing arts.

- Physical Capabilities:
 - Able to handle the physical demands commensurate with an active box office position.
 - Ability to spend up to two hours on your feet with no break and occasional lifting of 25+ pounds.

The Colorado Symphony Association reserves the right to revise this job description at any time. This job description is not a contract for employment.

Compensation and Benefits

- \$16.50/hour, Sick time accrual

How to Apply

Submit a cover letter and resume to jobs@coloradosymphony.org. Please put Patron Services Associate in the subject line of your email. No phone calls please.

The Colorado Symphony Association is an Equal Opportunity Employer.