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.
  - Adhere 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 & Patron 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.
  - Adhere 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.

Updated July 2022
• Physical Capabilities:
  o Able to handle the physical demands commensurate with an active box office position.
  o 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**

• $17.29/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.*