

Colorado Symphony Association  
Job Description – Patron Services Associate – Part-time

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 knowledgeable 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.

**Updated September 2024**

Colorado Symphony Association  
Job Description – Patron Services Associate – Part-time

- 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 & BENEFITSS**

- \$18.29/hour, Sick time accrual

**HOW TO APPLY: Submit** a cover letter and resume to [jobs@coloradosymphony.org](mailto:jobs@coloradosymphony.org)  
**Please put Patron Service Associate in the subject line of your email. No phone calls please.**

*The Colorado Symphony Association is an Equal Opportunity Employer.*