



Patron Services Assistant Manager

REPORTS TO: Patron Services Manager

DEPARTMENT: Marketing

STATUS: Full Time, exempt

START DATE: Immediate

The Patron Services Assistant Manager provides customer service, cash handling, and ticketing services for Charlotte Symphony's patrons. The Assistant Manager is a key front line staff member interacting daily with patrons and providing for their needs. This is a full-time position requiring day, evening and weekend hours.

Essential Duties and Responsibilities:

Patron Services

- Tend to subscriber and donors on a case-by-case basis to ensure satisfaction.
- Assist with incoming and outgoing patron calls, messages, email and walkup.
- Assist patrons with purchase decisions, ticket exchange and general information inquiries
- Understand and relay purchasing and exchange policies to patrons.
- Ascertain and resolve patron concerns, requests, and/or complaints in a timely, courteous and informed manner.
- Interface with development department to provide patron ticket information, execute special donor requests.
- Maintain knowledge of concert programs, seating inventory currently available to patrons.
- Maintain a positive attitude and a genuine interest in helping others.
- Maintains phone system programming and messaging
- On duty customer service and/or sales representative for concert events. Troubleshoot night of show customer issues in a professional manner.

Ticketing Operations

- Serve as primary contact for group sales. Provide price quotes and ticketing services.
- Perform ticket services office functions including answering phones, processing, fulfilling orders, exchanging tickets, resolving problems.
- Ensure proper setup and activation of pricing, price types and promotional codes.
- Process requests submitted both online and via the ticket office email account.
- Process phone and in person orders (subscription and subscription add-ons, exchanges, group, complimentary tickets) using AudienceView CRM.

- Collect accurate and complete data from patrons. Maintain quality database entry practices, and execute regular database maintenance and hygiene projects.
- Communicate with consultant to implement dynamic pricing. Generate and provide ticket sales reports.
- Maintain information flow with performing arts center sales and concert operations team
- Follow proper cash handling procedures and reconcile daily transactions.
- Provide feedback to team in regards to patron entertainment preference and purchasing habits.
- Assist with the implementation and fulfillment of subscription renewal.
- Perform other related tasks as assigned.

QUALIFICATIONS:

Customer service and sales experience, preferably in the ticketing, entertainment, nonprofit arts or hospitality industries.

- Professional customer service and sales experience, preferably in the ticketing, entertainment, nonprofit arts or hospitality industries.
- Attention to detail.
- Strong written and verbal skills.
- Skill using computer software programs including point of sale systems and Microsoft Word, Excel and Outlook. Experience with ticketing systems, especially AudienceView, a plus.
- Typing skills with at least 60 WPM.
- Highly motivated self-starter, a hard worker with a high energy level; a "doer" with a willingness to work hands-on in assisting customers and staff.
- A strategic thinker and problem solver.
- Knowledge of basic cash handling procedures, and fiscal responsibility
- Ability to initiate and build relationships with and interact via telephone and in person with patrons.
- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a team environment.
- Passion for and/or experience in the performing arts and knowledge of orchestral music highly desirable.
- College degree required.

To apply: Qualified candidates should send a cover letter, resume to employment@charlottesymphony.org. Application review begins immediately. Applications accepted by email only.