



Position:	<b><u>Ticketing Sales &amp; Service Associate</u></b>
Employment Type:	Regular Full-Time (non-exempt); 40 hours/week
Department:	Marketing & Communications
Salary Range:	Based on Experience
Reports To:	Director of Ticketing & Customer Service

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#### **ABOUT THE ROLE:**

The ticketing sales and service associate's duties are focused on the day-to-day operations of Pacific Symphony's patron services office. Primary responsibilities include maximizing sales by responding to incoming customer requests, fulfilling orders, and adding incremental revenue through up-sells and donation add-on requests. In addition, exceptional customer service be provided to ensure a memorable experience for patrons. This role is a vital front-line position in our ticketing and customer service operations.

#### **PRIMARY RESPONSIBILITIES:**

##### **1. Patron Sales & Service**

- Provides seating, pricing, concert, and general information about all Pacific Symphony events to subscribers, single ticket buyers, and inquiring patrons
- Increases revenue by suggesting additional sales and/or add-on donations to every order
- Represents Pacific Symphony in the box office of the venues where the orchestra performs
- Makes on-the-spot decisions to address patron concerns, while serving as a Pacific Symphony representative at the box office during concerts (some night and weekend work is required)
- Maintains and updates season subscriber records and patron interaction notes in the Tessitura system and hard copy files
- Sells tickets and provides customer service via telephone, and while physically present at the box office
- Communicates with patrons and efficiently answer any ticketing or customer service inquiries via the telephone

##### **2. Order Processing**

- Responsible for the processing of new and renewing season ticket orders received by mail, fax, email, in person, or through outbound phone efforts
- Processes single ticket orders for both Winter and Summer Season Concerts
- Handles and processes mailed, faxed, phoned-in, or walk-in exchanges for season ticket holders



- Prepares, prints, packs, and mails tickets for subscribers and single ticket buyers
- Assists the Director/Manager(s) of Ticketing Services and Account Sales Executive in locating available seats for group sales and by placing seats on hold

### **3. Office Support**

- Provides feedback to Director of Ticketing & Customer Service, and the marketing team regarding patron concerns and buying habits
- May assist marketing with various reports and/or customer research projects
- Responsible for routine and/or project related filing
- Other duties as assigned

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

### **EXPERIENCE AND QUALIFICATIONS:**

- Strong background with 1-2 years' experience in sales and customer service preferred
- Excellent verbal communication skills required
- Ability to provide excellent customer service to customers by representing the organization and department professionally
- Must be punctual, reliable, and a perform work with consistency
- Must be eager, willing, and open to learn
- Flexibility with regards to job functions and scheduling
- Ability to thrive in a fast-paced, dynamic environment
- Ability to prioritize workload and solve problems efficiently and quickly
- Must be details-oriented
- Knowledge of fine arts and/or classical music and passion for the performing arts desirable
- Working knowledge of Microsoft Office essential
- Knowledge of Tessitura CRM system or other ticketing software is a plus

### **COMPENSATION:**

Pacific Symphony offers a comprehensive compensation and benefits package including retirement plan options, escalating paid vacation, sick, personal days and holidays, and health benefits including medical, dental, vision, life and long-term disability insurance, flexible spending accounts and employee assistance program, complimentary tickets.

### **TO APPLY:**

- Email your resume, cover letter and salary requirements to **Jayee Liu – [jliu@pacificsymphony.org](mailto:jliu@pacificsymphony.org)**
- Please begin your subject line with the words "Ticket Sales & Service Associate"
- No phone calls please



## **ORGANIZATIONAL BACKGROUND:**

The Pacific Symphony is the largest orchestra formed in the U.S. in the last 50 years and is recognized as an outstanding ensemble making strides on both the national and international scene. Our mission is to inspire, engage, and serve Orange County and the region through exceptional music performances, education, and community programming.

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music. Pacific Symphony is located in Orange County; California's second most populous county, boasting a rich arts tradition strongly supported by an engaged public. The region is a tourism magnet, home of Disneyland, and a major financial and business hub.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsyte. The Symphony has been designated as a Tier One orchestra by the League of American Orchestras, joining the ranks prestigious orchestra such as the LA Phil, Chicago Symphony, and New York Philharmonic.

In most years, Pacific Symphony presents more than 100 concerts annually and serves 250,000 community members. The Symphony is nationally and internationally recognized for performance excellence, strong community engagement through education and other programming and for commissioned new works by contemporary composers. Pacific Symphony twice received prestigious ASCAP Awards for Adventuresome Programming and was showcased in the League of American Orchestras' nationally released publication entitled *Fearless Journeys*. Pacific Symphony's Class Act elementary school education program has been honored by the National Endowment for the Arts and the League of American Orchestras for its exemplary orchestra education.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents a summer outdoor series at Five Point Amphitheatre. Music Director Carl St.Clair just celebrated his 30<sup>th</sup> season with Pacific Symphony, while Principal Pops Conductor Richard Kaufman is currently celebrating his 30th season leading the Pops series.

*Pacific Symphony values diversity in its workforce and is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law.*