



Position:	<u>Ticketing Sales & Customer Service Associate</u>
Employment Type:	Regular Full-Time, Hourly/Non-Exempt
Department:	Marketing & Communications
Salary Range:	\$20-\$22 per hour depending on experience
Reports To:	Manager of Ticketing Services

ABOUT THE ROLE:

The Ticketing Sales & Customer Service Associate serves as a frontline representative of Pacific Symphony, responsible for delivering exceptional support to patrons through phone, email, and in-person interactions. This role focuses on the day-to-day operations of the ticket office, including responding to inquiries, processing ticket orders and exchanges, addressing customer concerns, and maintaining accurate customer records. Success in this role requires excellent communication, problem-solving, and interpersonal skills, as well as a strong understanding of the Symphony's events, products, and services.

KEY RESPONSIBILITIES:

1. Sales & Service

- Provide concert-related and general information about all Pacific Symphony events, responding to patron inquiries efficiently and effectively via phone, email, and voicemail.
- Sell single tickets and subscription packages by phone and in person at the administrative office and assist patrons with online ticket purchases through the website.
- Maintain in-depth knowledge of Pacific Symphony events to ensure accurate information and exceptional patron support.
- Accurately document customer interactions, issues, and transactions in the Tessitura ticketing CRM to ensure comprehensive and up-to-date records.
- Assist patrons with inquiries related to accessing and managing their digital tickets.
- Upsell and cross-sell products to increase ticket revenue by suggesting upgrades, additional tickets and/or donations with every order.
- Address and resolve customer complaints and issues promptly, demonstrating empathy and professionalism.
- Represent Pacific Symphony at the box office, renewal/welcome tables, and entry gates, making on-the-spot decisions to resolve patron concerns while serving as an ambassador during concerts. Availability for nights, weekends, and occasional holidays is required.



2. Order Processing

- Process single ticket orders for all concerts received via multiple channels, including in person, mail, phone, email, and telemarketing.
- Process new and renewing season ticket orders received via multiple channels, including in person, mail, phone, email, and telemarketing.
- Process new membership requests and membership ticket orders received via multiple channels, including in person, mail, phone, email, and telemarketing.
- Process patron exchange requests received via multiple channels, including in person, mail, phone, email, and telemarketing.
- Prepare and mail tickets to subscribers and single-ticket buyers accurately and promptly.
- Assist with processing ticket requests from both internal teams and external partners to ensure smooth coordination.
- Create and process voucher requests for internal teams and external partners efficiently and accurately.

3. Office Support

- Provide feedback to the Manager of Ticketing Services, Director of Ticketing & Customer Service, and the marketing team on patron concerns and purchasing behavior.
- Conduct customer service calls to patrons to provide order updates, offer upgrades, and promote new products.
- Support the marketing team by preparing reports and conducting customer research projects as needed.
- Assist with the management and maintenance of patron data to ensure accuracy and integrity.
- Handle routine and project-related filing to ensure organized and accessible records.
- Other duties as assigned.

4. Weekly Work Schedule

- Typical schedule is Monday through Friday; 8:45 a.m. to 5:15 p.m. and additional concert shifts per month. Working concerts at the Segerstrom Concert Hall and Great Park Live is a requirement of this position, which include nights, weekends, and occasional holidays as assigned.

Management may add new responsibilities or remove existing ones at any time.



KEY SKILLS AND QUALIFICATIONS:

- Strong background with 1-2 years' experience in sales and customer service preferred.
- Must be punctual, reliable, and perform work with consistency.
- The capacity to understand and share the feelings of another person to provide a more personalized experience.
- Ability to work collaboratively and support colleagues by offering assistance and sharing knowledge.
- Excellent verbal and written communication skills are essential for interacting with customers and colleagues.
- Ability to thrive in a fast-paced, dynamic environment with a positive attitude and mindset.
- The ability to build relationships and maintain a calm and helpful demeanor, even with upset customers.
- Strong critical thinking and problem-solving abilities to find effective solutions.
- Must be detail oriented.
- Proficiency with customer service software, CRM systems, and other common computer applications. Knowledge of Tessitura CRM system or other ticketing software is a plus.
- Knowledge of fine arts and/or classical music and passion for the performing arts is desirable.
- Bilingual 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 and cover letter to **Jayee Liu – jliu@pacificsymphony.org**
- Please begin your subject line with the words "Ticket Sales & Service Associate"
- No phone calls please