



Position: Outbound Sales Representative
Employment Type: Regular Part-Time, Hourly, Non-Exempt
Schedule: Monday-Friday, approximately 10 a.m. - 3 p.m., 4-5 days, and 20 hours per week
Department: Marketing & Communications
Salary Range: \$20 Base Hourly Rate + Commission/Bonus Structure
Reports to: Director of Marketing Analytics & Patron Insights

About the Role:

Pacific Symphony is seeking a driven, high-energy Outbound Sales Representative to help grow audience and ticket revenue. This role is responsible for proactively reaching prospective patrons and converting leads into ticket buyers across subscriptions, single tickets, and group experiences. You will be the first point of contact for prospective patrons, responsible for making outbound calls to close direct sales leads.

This is a fast-paced, results-oriented sales role ideal for individuals who enjoy high-volume outreach, building relationships, and closing sales while representing one of the leading cultural institutions in Southern California.

Key Responsibilities:

- **Execute Outbound Sales Campaigns:** 40+ outbound calls per shift to prospects using a curated list.
- **Pitch & Engage:** Utilize company scripts to effectively introduce our products, capture interest, upsell, cross-sell, and convey key value propositions.
- **Overcome Objections:** Handle rejections and counter consumer or business objections professionally using data-backed rebuttals.
- **Lead Qualifications and Scheduling:** Identify customer pain points to qualify leads, and successfully book follow-up consultations.
- **Data Management:** Accurately log every call outcome, client detail and follow-up within our CRM database (Tessitura).
- **Hit Performance Metrics:** Meet or exceed weekly and monthly key performance indicators (KPIs), such as call volume, connection rates, booked appointments and ticket purchase conversion.

Key Skills & Qualifications:

- **Experience:** Minimum 2 years of experience in outbound sales, telemarketing, lead generation, or a call center environment.
- **Bonus:** Familiarity with performing arts, live events, symphonic music, or other cultural programming.
- **Communication:** Exceptional verbal communication, active listening and rapport-building skills.
- **Resilience:** A thick skin and positive, can-do attitude when facing rejection or difficult calls.

- **Technology Literacy:** Comfortable working with basic computer software, phone dialers and CRM databases and workflows.
- **Team Player:** Enjoys being part of a team but is also highly self-motivated to reach sales quotas with minimal supervision.

Compensation:

- Base hourly pay with an uncapped performance bonus structure.
- Eligible to participate in monthly sales incentive programs based on performance.
- Thorough, paid professional training on our products, scripts, and industry compliance.
- Flexible hours that fit well with other personal or professional commitments.
- Employees regularly scheduled to work approximately 20 hours per week are eligible for holiday and vacation benefits.
- Complimentary or discounted access to Pacific Symphony concerts and events.
- A direct path to career advancement and full-time opportunities, based on performance.

Why Join Us: This is an opportunity to build a career in sales while connecting audiences to world-class live music. You'll gain hands-on experience in outbound selling, pipeline management and live event revenue generation, all within a mission-driven organization that makes a cultural impact in the community.

About Pacific Symphony:

Pacific Symphony is the largest orchestra formed in the United States in the past 50 years and has earned national recognition for its adventurous programming, community engagement, and artistic growth. Founded in 1978, the Symphony has been led for 35 years by Carl St.Clair who is honored with the title of Music Director Laureate. This season we welcome Artistic & Music Director Alexander Shelley for his 2026-27 Inaugural season.

With a purpose to lift the human spirit through the power of music, the Symphony is a pillar of the cultural landscape of Southern California, enriching lives and bringing communities together through creative and diverse programming. As the resident orchestra of the Renée and Henry Segerstrom Concert Hall, the Symphony presents more than 100 concerts and events each year alongside a rich array of education and community engagement programs, reaching more than 300,000 residents of all ages.

Pacific Symphony features an expansive range of programming through the Classical Series, the beloved Pops Series led by Principal Pops Conductor Enrico Lopez-Yañez, SummerFest at the Great Park outdoor venue in Irvine, and engaging Family Musical Mornings concerts for young children and their families. In its 47-year history, Pacific Symphony has gained national and international recognition, with recent highlights including a 2018 Carnegie Hall debut in celebration of composer Philip Glass; a five-city tour of China; and a PBS Great Performances broadcast of Peter Boyer's "Ellis Island: The Dream of America."

Pacific Symphony's education and community engagement programs have been recognized by the National Endowment for the Arts, expanding access to orchestral music and fostering a lifelong connection to the arts. These include the Frieda Belinfante Class Act program, which enhances music education in elementary schools; arts-X-press, a summer arts program for middle school students; and Heartstrings, which brings free access to music to community members by partnering with local schools,

nonprofits and social service agencies. Pacific Symphony also nurtures the next generation of musicians through its renowned youth ensembles, including the Pacific Symphony Youth Orchestra, Youth Wind Ensemble, Santiago Strings, and Youth Concert Band. These groups have toured internationally, earned prestigious awards, and provided young artists with opportunities to excel.

By combining artistic excellence with a commitment to education and accessibility, Pacific Symphony continues to enrich lives, foster new talent, and create meaningful connections throughout Southern California. Its innovative programs ensure music remains a vital part of the community's cultural fabric.

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.

To Apply: Please submit your resume, a cover letter detailing your relevant experience to Jayee Liu jliu@pacificsymphony.org.