

JOB TITLE: Patron Services Manager

REPORTS TO: Chief Marketing Officer

CLASSIFICATION: Exempt

SUMMARY: The Patron Services Manager reports to the Chief Marketing Officer and is responsible for maintaining and improving the daily operations of the ticketing and sales department. This individual must be a forward thinking, innovative and ambitious with a passion for sales and team leadership.

Essential Duties and Responsibilities:

- Develop and coach Patron Service Associates as an effective sales / promotion force which provides the highest level of customer service.
- Lead sales campaigns for individual and season tickets
- Direct, manage and report on heavy inbound and outbound sales calls
- Recruit and train Patron Services Representatives and volunteers
- Oversee all patron service issues and resolution
- Ensure that all ticket related settlement obligations are met
- Recommend and implement policies and procedures to support high levels of patron service
- Accurately build all events to include pricing, scaling and tracking information in the ticketing system, enabling both box office and web transactions for subscription, single ticket, special programs, promotions and free events
- Build subscription season and oversee subscription renewal process
- Ensure best practices are followed when utilizing Tessitura.
- Constituent accounts must be created and managed properly
- Establish and enforce policies regarding ticket sales, complimentary tickets, returns, exchanges, and service fees both internally and externally
- Attend weekly Operations meetings and collaborate with front-of-house to ensure a seamless and positive team and patron experience
- Manage inventory to maximize revenue potential including dynamic pricing
- Prepare daily and weekly sales reports
- Work in conjunction with marketing to proof marketing materials and ensure that promotions are set up and communicated to patron services staff
- Develop systems and set policy to ensure the accurate recording, reconciliation and deposit ticket transactions
- Oversee daily deposits and maintain strict oversight of cash handling

Qualifications:

- Bachelor's degree and a minimum of 4 years ticket office management experience including scheduling of part-time employees or equivalent combination of education and experience preferred
- Expert knowledge of Microsoft Office products with emphasis on Excel and PowerPoint
- Experience with ticketing software preferred, Tessitura experience and knowledge strongly preferred
- Proven track record of providing high level customer service with excellent interpersonal communication skills
- Ability to manage in a team-oriented environment to ensure a positive attitude and appropriate training levels

- Strong organizational and problem solving skills
- Must be able to work in a fast paced environment and enjoy contact with the public
- Ability to remain calm under pressure and seek win-win solutions to customer service complaints
- Must be able to work evenings and weekends as required

Interested persons should email resume, letter of interest and salary requirements to: tpscareers@phoenixsymphony.org

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