

# OREGON SYMPHONY

## JOB DESCRIPTION

### Patron Services Representative, Ticket Office

EXEMPT STATUS:	HOURLY (NON-EXEMPT)
REMOTE HYBRID ELIGIBLE:	YES
DEPARTMENT:	PATRON SERVICES
REPORTS TO:	TICKET OFFICE MANAGER
DIRECT REPORTS:	NONE
EFFECTIVE/LAST UPDATED:	MAY 21, 2025

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#### POSITION SUMMARY:

Patron Service Representatives field inbound calls at the concert hall for the Oregon Symphony, generate revenue through sales and subscription campaigns, and ensure patrons have a world class experience at Symphony events.

#### ESSENTIAL DUTIES & RESPONSIBILITIES:

##### Customer Service:

- Answer incoming phone calls and email correspondence directed to the ticket office, providing helpful information and assistance in a pleasant and efficient manner.
- Sell tickets to Symphony concerts at the Oregon Symphony Ticket Office and the Arlene Schnitzer Concert Hall, requiring availability on weekdays, weekends, and evenings during the Symphony season, occasionally on short notice.
- Use consultative sales techniques to ascertain customer needs, make product recommendations, and explain subscriber benefits to maximize revenue.
- Exceptional customer service skills, strong attention to detail, ability to work in a fast paced, multitask, team environment.

##### Knowledge and Proficiency:

- Maintain a detailed and proficient working knowledge of the patron database system, including creating, updating, and recognizing all coded information on accounts.
- Manage and alter accounts by exchanging tickets, taking payments, adding/removing tickets, and adjusting options as needed and in accordance with policies.
- Understand concert hall services, event codes for season, single, and general admission tickets, hall section maps, appropriate ticket types, and pricing for all events.
- Stay informed about programs, products, community events, panel discussions, and all other Symphony endeavors.

##### Ticket Office Operations:

- Assemble ticket packets and other mailings as needed.
- Balance cash and checks against sales daily at the Symphony Ticket Office and at each performance at the concert hall ticket booth.
- Participate in concert preparation, including printing and assembling will call tickets, printing updated seating reports, processing online orders, and handling last-minute seat change requests.
- Assist group sales and other special projects as needed, such as staffing Symphony information tables, assisting with giveaways and contests, and providing support at the annual Gala.

#### QUALIFICATIONS:

- At least one year of prior experience in customer service or retail sales, with ticket or box office experience preferred.

- Able to read and interpret documents, write routine reports and correspondence, and speak effectively to groups.
- Proficient in basic arithmetic, including addition, subtraction, multiplication, division, and computing rates, ratios, and percentages.
- Able to follow detailed written or spoken instructions and resolve problems in common situations.
- Familiar with CRM software; Tessitura knowledge is a plus. Proficient in Microsoft Office, including Excel, Word, and Outlook.
- Must be able to work a flexible schedule that will include evening and weekend hours during the Symphony season.

#### **ADDITIONAL COMPETENCIES:**

- **Ethics and Professionalism:** This competency involves treating others with respect and tact, maintaining confidentiality and integrity, keeping emotions under control, reacting well under pressure, and accepting responsibility for one's own actions while working ethically.
- **Customer and Team Orientation:** This encompasses managing difficult or emotional customer situations, responding promptly to their needs, soliciting feedback for service improvement, balancing team and individual responsibilities, contributing to team success, and supporting others. It also includes responding to service requests and meeting commitments.
- **Quality, Productivity, and Problem Solving:** This competency involves looking for ways to improve quality and productivity, demonstrating accuracy and thoroughness, identifying and resolving problems in a timely manner, gathering and analyzing information skillfully, and measuring performance against standards of excellence while striving to increase efficiency.
- **Communication and Interpersonal Skills:** This includes speaking clearly and persuasively, listening and responding well to questions, writing clearly and informatively, participating effectively in meetings, exhibiting sound judgment, and including appropriate people in decision-making processes.
- **Dependability and Adaptability:** This competency involves following instructions, completing tasks on time, being consistently punctual, adapting to changes in the work environment, adjusting methods to fit situations, demonstrating persistence, taking initiative, and continuously building knowledge and skills.

#### **WORK ENVIRONMENT**

This position is currently following a hybrid work model. Patron Service Reps can expect to work 1-2 onsite concerts and 2-3 remote shifts each week but this may vary depending on business needs.

This job description outlines the primary responsibilities of the position but is not an exhaustive list. The employee may be asked to perform additional duties as necessary to support organizational goals.