

# OREGON SYMPHONY

## JOB DESCRIPTION

### Patron Services Representative (Call Center)

EXEMPT STATUS:	HOURLY (NON-EXEMPT)
REMOTE HYBRID ELIGIBLE:	YES
DEPARTMENT:	PATRON SERVICES – CALL CENTER
REPORTS TO:	PATRON SERVICES MANAGER
DIRECT REPORTS:	NONE
EFFECTIVE/LAST UPDATED:	JANUARY 1, 2025

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#### POSITION SUMMARY:

As a front-line outbound call representative for the Oregon Symphony, the Patron Services Representative (PSR) plays a vital role in generating revenue through sales and fundraising campaigns. The position ensures excellent customer satisfaction and effective management of a patron portfolio throughout the season.

#### ESSENTIAL DUTIES & RESPONSIBILITIES:

##### Sales and Fundraising

- Sell Oregon Symphony (OSA) subscriptions, single tickets, and memberships by phone using equipment and leads provided by OSA.
- Conduct all outbound sales remotely.
- Meet sales call targets (minimum of 15 calls per hour) and promptly follow up on provided leads.
- Utilize a bring-up system for efficient callbacks.

##### Customer Engagement

- Develop and maintain a comprehensive knowledge of concert event details, program content, membership benefits, seating options, and donor events.
- Handle inbound ticketing calls as part of shift responsibilities.

##### Team Collaboration

- Participate in sales campaigns directed by the Teleservices Manager and Patron Services Manager.
- Support team operations by attending daily meetings, assisting colleagues, and helping train new hires.
- Assist the Ticket Office during peak periods and work at least two concert or ticket office shifts per month.

##### Administrative and Professional Standards

- Accurately complete all required records and paperwork in a timely manner.
- Maintain confidentiality of proprietary OSA information and patron data.
- Represent the OSA professionally and courteously at all times.

#### QUALIFICATIONS:

- High school diploma required; 1–2 years of sales experience preferred.
- Strong customer service and sales abilities.
- Exceptional communication and organizational skills.
- Proficiency in Tessitura database software (training provided) and Microsoft Outlook.

- Quick learning aptitude for technical tools and pronunciation of composer, composition, and artist names.
- Flexibility to meet scheduling needs and work required concert and ticket office shifts.

#### **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 is a primarily remote part time (up to 29.75 hrs/wk) position, with occasional in-office and concert hall shifts. In-office attendance is required during the training period.

#### **Work Hours:**

- Call Center operational hours: Monday–Friday, 12:00 PM to 8:00 PM.
- Prime calling hours: 4:00 PM to 8:00 PM, Monday–Thursday.

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.