

Houston Symphony Society

Job Description

Job Title: **Patron Services Representative**
Department: Patron Services
Reports to: Director, Patron Services
Status: Part-time, non-exempt

Principal Responsibilities:

- Act as phone representative in taking inbound calls from Symphony patrons.
- Uphold and embody the Symphony's customer service mission to: create raving fans at every customer touch point through proactively offering superior service, personalized care, and a positive experience that exceeds customer expectations.
- Process subscription and single ticket orders in the 'Tessitura' ticketing system, including the facilitation of subscriber ticket exchanges and season ticket renewals.
- Ensure the accurate processing and mailing of customer tickets.
- Engage successfully in cross-selling, up-selling, and donation asks.
- Balance daily receipts.
- Work box office concert duty, as scheduled.
- Perform additional duties as required by the Houston Symphony.

Qualifications:

- High School Diploma or equivalent, college degree preferred.
- Experience in customer service and/or ticket office sales.
- Professional demeanor.
- Computer literacy.
- Strong initiative and ability to work independently and as part of a team.
- Flexibility and the ability to multi-task.
- Ability to work evenings and weekends, including some holidays.
- Knowledge of and interest in classical music preferred.