

HOUSTON SYMPHONY SOCIETY POSITION DESCRIPTION

Job Title: **Patron Services Specialist**
Department: Patron Services
Reports to: Assistant Manager, Patron Services
Status: Full-time, Exempt

Essential Job Functions:

- Proactively cultivate relationships with Houston Symphony subscribers and donors through outbound phone communications, email and in-person connections.
- Achieve the retention and renewal of annual subscription and donor commitments for an assigned portfolio of up to 1,000 patrons.
- Serve in a ‘concierge’ type role for the assigned portfolio of subscribers and donors, to include:
 - Acting as the primary contact for questions and information
 - Facilitating ticket exchanges and other ticketing and donor transactions
- Accurately maintain and update subscriber and donor information in the Tessitura database regarding subscription and donation records.
- 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.
- Responsible for resolving customer situations through problem solving and utilizing appropriate resources.
- Help field inbound ticketing calls if needed in an overflow situation.
- Review and approve reports regarding incoming donations.
- Attend performances and donor events as required.
- Assist in the delivery of benefits for donors at all giving levels.
- Develop database skills with the ‘Tessitura’ ticketing system.
- Other duties as required by the Houston Symphony.

Qualifications:

- Bachelor's degree preferred.
- Excellent written and oral communication skills.
- Outgoing, driven and sales oriented.
- Professional demeanor and detail oriented.
- Proficient in Microsoft Office.
- Experience with databases, spreadsheets, reporting and mail merge functions as well as desktop publishing.
- The ability to distinguish when a situation can be handled independently or when attention needs to be brought to management.
- Maintain discretion when handling personal and privileged patron information.
- Strong organizational, administrative and time management skills.
- The ability to work evenings and weekends, including some holidays.
- Familiarity with Tessitura or other ticketing software a plus.