

**HOUSTON SYMPHONY SOCIETY
POSITION DESCRIPTION**

Job Title: **Customer Service Representative**
Department: Customer Service Center
Reports to: Director of Customer Service Center
Status: Part-time, Non-Exempt

Essential Job Functions:

- Assist telephone, walk-in, night mail, Internet and donation line customers.
- Resolve patron issues and optimize the quality of service regarding ticket sales, exchange information and customer service policies.
- Sell tickets and work with patrons on variety of logistics in performance and program information.
- Maintain patron accounts.
- Ensure accurate completion of patron mailings.
- Assist in processing as needed, as well as running and/or preparation of reports.
- Concert duty, as determined.
- Perform additional duties as required by the Houston Symphony Society.

Qualifications:

- Experience in customer service and/or ticket office subscription sales techniques.
- Ability to multi-task in a demanding environment.
- Flexible, self-motivated and detail oriented.
- Knowledge of Microsoft Office.
- Strong initiative and ability to work independently and as part of a team.
- A professional demeanor.
- Knowledge of and interest in classical music preferred.