



Position: Patron Services Representative – Daytime and/or Concert Shifts
Department: Marketing / Patron Services
Type: Part-time / Non-Exempt.
Days and hours may vary. Average 10-30 hrs per week depending on shifts during business hours versus concerts.
See below for additional information regarding hours.
Supervisor: Manager of Patron Services
Compensation: \$12.50 hour

This is a “rolling-need” position. Current openings vary at any one time. If you have questions about currently-available positions, please reach out to the contact listed below.

The RPO Patron Services Center manages patron relations, ticketing and house management for the Rochester Philharmonic Orchestra.

The Patron Services environment is fast-paced with staff providing services across a variety of areas, such as:

Job Duties and Responsibilities:

Day Shifts

Monday-Saturday 9:30am-5pm

- Customer service and patron relations through in-person contact and inbound/outbound phone interaction. Phone traffic can be high at certain times in our concert season.
- Order processing and cash handling.
- Extensive computer use of Microsoft Office programs and sales in the Tessitura performing arts ticketing and database system.
- Patron cultivation and retention via relationship management (ie. creating patron notes on the interaction, logging customer service issues).
- Communication of ticketing and concert information to single ticket buyers and subscribers.
- Facilitation of single ticket and subscription package sales.
- Detail oriented tasks, such as subscription and renewal mailings, marketing campaigns and filing.
- Retail sales of RPO, guest artist and/or holiday concert merchandise as needed on concert day/night.
- Additional duties as assigned.

Concert Shifts

Concerts Thurs – Sun throughout the season. See below for typical hours.

For all performances at Kodak Hall (Philharmonics, Pops and Special Concerts), the Patron Services Center becomes mobile, closing at 5pm and reopening 90 minutes prior to the performance at the Eastman Theatre Box Office (ETBO) at 433 E. Main Street. For OrKIDstra concerts (Sunday's, 2pm), ticket sales open 90 minutes prior to the concert at Hochstein Performance Hall. For Sunday Matinee concerts (Sunday's, 2pm), ticket sales open 90 minutes hour prior to the concert at Nazareth's College Beston Hall at Glazer Music Performance Center. Times and dates for summer concerts vary. Typically summer concerts occur Thursday-Saturday with box office opening 90 minutes prior to concert.

The environment prior to the concert can be fast-paced, with Representatives focused on rapid (but friendly) ticket sales. Duties include:

- Concert ticket sales and customer service.
- Assistance with remote box office setup, including Will Call operations. Responsible for break-down of workstations post-intermission.
- Retail sales of RPO, guest artist and/or holiday concert merchandise as needed on concert day/night.

Desired Knowledge, Skills and Abilities:

- Outgoing, confident and friendly. Comfortable and confident on the phone. Customer-focused personality. Previous "people-facing" experience essential.
- Excellent verbal and written communication skills.
- Commitment to communication regarding status of tasks assigned, or issues encountered with patrons.
- Excellent follow-through on assigned tasks.
- Ability to manage workload and solve problems independently with support from Patron Services management as needed.
- Increasing ability to make independent judgement calls with appropriate boundaries and training.
- Ability to maintain composure while in stressful situations.
- Ability to manage financial transactions and cash handling policies.
- Comfortable and experienced in Microsoft Word, Excel and Outlook. Extensive computer-based work will be expected.
- Experience with Ticketing Software preferred, but not required. The RPO uses Tessitura.

Parking:

Parking is available in the lot behind the RPO offices. Free parking is available off street.

The Rochester Philharmonic Orchestra:

The RPO presents up to 130 concerts per year, serving nearly 150,000 people through ticketed events, education and community engagement activities, and concerts in schools and community centers throughout the region. The orchestra has been recognized nationally for artistic and organizational excellence, creativity, and innovation. Since its founding by George Eastman in 1922 and now in its 92nd year, the RPO has remained committed to maintaining its high standard of artistic excellence, unique tradition of musical versatility, and deep commitment to education and community engagement.

**To apply, candidates may send a resume and brief email or cover letter
to Dan Lipka, Ticketing Manager.**

Email: dlippa@rpo.org

Mail: 255 East Avenue, Rochester, NY 14604

Phone: (585) 454-7311 ext.268

Rochester Philharmonic Orchestra, Inc. is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outline by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and internship. The Rochester Philharmonic makes hiring decisions based solely on qualifications, merit, and business needs at the time.

Updated: 6/25/19