



255 East Ave LL02
Rochester, NY 14604

Job Title: Patron Services Representative
Classification: Part Time Hourly
FLSA Status: Non-Exempt
Supervisor: Patron Services Manager

Summary:

The RPO Patron Services Center (Box Office) oversees patron relations, ticketing and house management for the Rochester Philharmonic Orchestra. The Patron Services Representative responds to all incoming and outgoing patron/customer calls and emails. Ascertains and resolves customer concerns, requests, and/or complaints in a timely fashion. Troubleshoot on site at performance customer issues in a professional manner. Work regular weekly shifts that will include days and performances as assigned. (Daytime office hours are 10:00 am 5:00 pm Monday through Friday, Evening/Weekend is 30 minutes prior to performance through the first 30 minutes of the performance to assist with performance ticket purchases, problem resolutions and will-call. (on a rotation)

Duties and Responsibilities: (All Daytime hours) ***Indicates on site performance responsibilities

1. Telephone, Email, and Face to Face customer service and patron interactions.
2. Process subscription and ticket sales/exchanges/refunds/complimentary tickets.
3. Extensive computer use in Microsoft Office programs (Word and Excel) and sales in the Tessitura performing arts ticketing and database system (will train Tessitura)
4. Build relationships with patron members and single ticket buyers. ***
5. Communicate concert programs, ticket availability, website access, current policies and protocols with patrons. ***
6. Detail oriented tasks that include database management, mailing re-subscriptions/subscription/marketing campaign items out.
7. Oversee cancellation of performance reseating, credits, exchanges.
8. Communicate and collaborate with co-workers on project updates, customer thoughts/comments and daily tasks.
9. Manage daily financial transactions and cash handling.
10. Handle on site at performance event sales and exchanges in Tessitura performing arts ticketing and database system.***
11. Must have means of transportation to workplace and scheduled performances as assigned.
12. Serves as an active, collaborative, and resourceful member of the Patron Services Team.
13. Completes all regulatory trainings; i.e. sexual harassment, and workshops as scheduled by the institution.

14. Actively participates in all organizational and departmental meetings determined by the CEO, VP of Marketing & Communications and Patron Services Manager.
15. Other duties similar in nature as assigned.

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

Language Skills:

Intermediate Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

Minimum Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability:

High Skills: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Microsoft Programs:

Word Excel

Database Software: Tessitura

Email Systems: Outlook

Education & Experience Requirements:

Prefer high school diploma or equivalent. Prefer 1 to 2 years of customer service experience.

Specialized Training:

No specialized training is required for this position.

Certificates and Licenses:

Driver's License required or available transportation to assigned performances.

Equipment:

No technical or specialized equipment or machines are used in this position.

Knowledge, Skills, and Abilities:

- Customer focused personality and professional attitude; friendly, patient, listens to patrons and able to articulate respectful responses
- Fast pace working environment with friendly and effective assistance for RPO patrons
- Excellent verbal and written communication skills
- Responsive to management, co-workers and patrons a must

Work Environment:

Physical Demands

Position regularly sits, talks/hears, and uses hands in computer entry. Occasionally walks, stands. Never climbs or balances, stoops, kneels, crouch or crawls, taste/smells.

Lift and/or Move

Position occasionally lifts and/or moves 10-20 pounds.

Vision Requirements

Position does not require any special vision requirements.

Work Environment/Exposure Conditions

Position is not exposed to weather, vibration, or fumes and is not at risk of electrical shock.

Noise Level

The noise level for this position is moderate. (General office/call center noise) or Loud (Orchestra performing)

Other Environmental Exposures

Other environmental exposures are not a factor for this position.

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.