



255 East Ave LL02  
Rochester, NY 14604

**Job Title: Patron Services Assistant Manager**

**Classification: Full Time Salary**

**FLSA Status: Non-Exempt**

**Supervisor: Patron Service Manager**

***Summary:***

The Patron Services Assistant Manager is responsible for managing and maintaining sales functionality through our ticketing software for both single events and series subscriptions in conjunction with the Patron Services Manager. The Patron Services Assistant manager is the primary point of contact for RPO performances and is integral in the areas of ticket processing, information communication, staff training, concert detail, and database management.

***Duties and Responsibilities:***

1. Primary point of contact for performances, ensuring a smooth patron services experience, expediting will-call services.
2. Develop thorough knowledge of the PSC ticketing policies and relay that information as needed to staff members.
3. Assist with training new staff on the phones, emails, and with Tessitura.
4. Assist the Patron Services Manager with day to day operations including the sales and distribution of tickets, updating information in the Tessitura database, and acting as backup to the Patron Services Manager.
5. Answer calls in the queue, manage the Patron Services email, and be a resource for part time staff.
6. Point of contact with musicians, staff members, volunteers, and patron members.
7. Assist with troubleshooting system issues.
8. Manage and maintain sales functionality through RPO's ticketing software for both single events and series subscriptions.
9. Balance and submit daily sales reports to the Finance Department for all sales related to the Patron Services Center.
10. Communicate with the Patron Services Manager/Reps any issues that need to be addressed, special requests or other patron/musician/administrative ticketing/seating concerns that will allow for an efficient patron service experience at performances.
11. Backup to the Patron Services Manager on scheduling staff for performances or in the box office; submission of daily sales reports.
12. Work with the Patron Services Manager, Database Manager and Ticketing Manager to understand and utilize the abilities of our ticketing database.
13. Serves as an active, collaborative, and resourceful member of the Patron Services/Marketing Team.
14. Completes all regulatory trainings; i.e. sexual harassment, and workshops as scheduled by the institution.

15. Actively participates in all organizational and departmental meetings determined by the CEO and VP of Marketing.

16. Other Duties as assigned.

***Supervisory Responsibilities:***

This position has limited supervisory responsibilities. The supervisory responsibilities include assisting with scheduling, and providing performance information to the Patron Services Manager and/or the Director of HR as needed. There are between 3-7 employees that are supervised.

***Language Skills:***

**High Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

***Mathematical Skills:***

**Intermediate Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

***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

Access

Publisher

Power Point

Payroll Systems: Paychex Flex

Database Software: Tessitura

Email Systems: Outlook

***Education/Experience Requirements:***

Associates Degree and/or 2 year's managing people and having the ability to establish relationships with patrons, audience members and other constituents. Ability to learn and be comfortable with computer programs used by the RPO.

***Specialized Training:***

No specialized training is required other than learning the database program the RPO utilizes.

## **Certificates and Licenses:**

Driver's License is required or ability to get to performances per requirement of position.

## **Equipment:**

No technical or specialized equipment or machines are used in the course of the duties of this position.

## **Knowledge, Skills, and Abilities:**

- History of success in managing staff.
- Must be able to work independently and be self-motivated; creativity and problem solving ability a must.
- Positive attitude, flexibility, teamwork, and attention to detail.
- Strong verbal communication skills.

## **Work Environment:**

### **Physical Demands**

Position frequently sits, and stands. Occasionally Reaches with hands/arms, pushes/pulls; never climbs or balances, 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 unless at an outdoor performance. The position is not exposed to vibration, or fumes and is not at risk of electrical shock.

### **Noise Level**

The noise level for this position is moderate (General office noise) to loud (Orchestra Playing).

### **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. For more information, read through our EEO Policy located on our website – employment opportunities.*