



## JOB DESCRIPTION

**Position:** Patron Services Associate

**Department:** Marketing

**Reports to:** Director of Marketing & Communications

**Status:** Part-Time, Non-Exempt

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The Patron Services Associate is a part-time position, supporting the functions of the Virginia Symphony Orchestra Box Office by providing customer service support in subscriptions and single ticket sales in the office as well as at the multiple concert venues in which the orchestra performs. The ideal candidate will be self-motivated, well organized, personable and is comfortable working with and analyzing data as well as excellent customer service skills and be able to make decisions quickly based on defined policies and procedures. Knowledge of Tessitura database and appreciation for symphonic music is a plus.

### Primary Responsibilities:

#### Patron Services Support

- Serve on the front line of the Patron Services team, ensuring that all calls are answered in a timely manner
- Provide excellent customer service to patrons by processing subscription, single ticket, and group sales orders; processing exchanges and other requests for subscribers; and processing comp requests
- Serve as Box Office Manager or Ticketing Support at assigned concerts
- Assist with maintaining integrity of the orchestra's customer database, following protocols for data entry
- Maintain customer files

#### Other Duties

- Assist with Marketing Department mailings as needed
- Process outgoing mail daily
- The Patron Services Associate is expected to work occasional late and weekend hours

**Compensation:** \$10/hour

**To Apply:** Interested candidates should send a cover letter and resume to Kristen Bennington, Director of Marketing & Communications at [kbennington@virginiasymphony.org](mailto:kbennington@virginiasymphony.org)

*If you are hired, we will require you to prove that you have received the COVID-19 vaccine or have a valid religious or medical reason not to be vaccinated.*

### **VSO Statement on Attracting Candidates from All Backgrounds:**

***Equity, Diversity, and Inclusion are music to our ears!*** The Virginia Symphony Orchestra is an Equal Opportunity Employer committed to increasing diversity among our applicant pool, our musicians, our staff, our board of directors, and in our program offerings. We strongly encourage people from all backgrounds, especially Black, Indigenous, and all People of Color, as well as people with non-traditional experience and educational backgrounds, to apply for this position.