



Position: Patron Services Associate

Department: Marketing

Reports to: Patron Services Manager

Status: Part-Time, Non-Exempt

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 comfortable working with and analyzing data. Excellent customer service skills and ability to make decisions quickly based on defined policies and procedures will be expected. Knowledge of Tessitura database and appreciation for symphonic music is a plus.

Primary Responsibilities:

- Serve on the front line of the Patron Services team, ensuring that all incoming calls are answered in a timely manner, Monday through Friday, 10am to 4pm
- 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
- Occasional need to serve as Box Office Manager or ticketing support at concerts on evenings or weekends
- Assist with maintaining integrity of the orchestra's customer database, following defined protocols for data entry
- Outbound calling efforts for Marketing and Development initiatives

Other Duties

- Ensure marketing collateral is fully stocked for walk-up customers
- Assist with Marketing & Development Departments as needed
- Process outgoing mail daily
- Other departmental assignments may occur based on organizational need
- The Patron Services Associate is expected to work occasional late and weekend hours

Compensation: \$15/hour

Patron Services Associate is expected to be available Monday through Friday 10am to 4pm, with occasional evening and weekend hours. 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.

To Apply

Interested candidates should send a cover letter and resume to Anya Simmons, Patron Services Manager at asimmons@virginiasymphony.org

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.