GENERAL SUMMARY
Supervises a team consisting of one part-time supervisor and several (approximately seven) part-time associates, within the Patron Services division of the CSOA’s Sales & Patron Experience Team. Supports the Patron Services Manager in the areas of ticketing/database operations, personnel, and general office management. Acts as the ticketing lead for tourism/hospitality-based initiatives.

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities, and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

PRINCIPAL DUTIES AND RESPONSIBILITIES
1. Provides leadership support for the Patron Services division of the CSOA’s Sales & Patron Experience Team, fostering a diverse, inclusive and empowered team.
2. Collaborates with the tourism/hospitality industry, as the primary contact for hotel concierge relationships and as the ticketing lead for other related initiatives; coordinates efforts with the Director of Institutional Marketing & Revenue Management.
3. Drives sales revenue goals and campaign initiatives.
4. Trains part-time Patron Services staff on Tessitura ticketing/database system, customer service standards, departmental policies/procedures, and information resources.
5. Manages direct-report Patron Services personnel, including monitoring performance, conducting reviews and assisting with scheduling.
6. Manages inbound phone, web chat queue, and patron email correspondence.
7. Coordinates staffing, scheduling and ticket order entry with Preferred Services.
8. Coordinates certain aspects of seat inventory management and ticket fulfillment, working closely with the Box Office.
9. Coordinates special assistance for select patrons, working closely with the Front of House Manager.
10. Assists with Tessitura ticketing set-up and resolves ticketing system issues, especially during evening and weekend hours.
11. Assists with various projects such as outbound call campaigns, proofing of marketing materials, database hygiene/maintenance and patron growth initiatives.
12. Builds a high-performing and agile team by providing continual training and learning opportunities.
13. Represents the organization at conferences, trade shows and other events.
14. Assists with general operations and additional tasks as needed, including responding to patrons in the phone and web chat queue, keeping shift notes, and attending required meetings.

REPORTING RELATIONSHIPS
1. Reports directly to the Patron Services Manager, and also receives direction from the Director of Sales & Patron Experience.
2. Supervises part-time associates and supervisors.
3. Works in partnership with a second Patron Services Supervisor.
4. Coordinates work with Preferred Services Manager and Sales Managers.

KNOWLEDGE, SKILLS AND EXPERIENCE
1. Formal education or equivalent work experience in sales, customer service, and/or ticketing.
2. Strong organizational and written and verbal communication skills.
3. Knowledge of Internet, Microsoft Word, Excel and Outlook.
4. Knowledge/appreciation of classical and jazz music and experience in the performing arts field is preferred.
5. Experience using ticketing/database systems (especially Tessitura) is preferred.
6. Experience in the hospitality/tourism industry is preferred.
7. Supervisory experience required.
8. Excitement for considering new ideas and pursuing a deeper understanding of unfamiliar insights.

WORKING CONDITIONS
Collaborative, transparent, team-oriented work environment. Evenings and weekends may be required.

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CHICAGO SYMPHONY ORCHESTRA ASSOCIATION
JOB DESCRIPTION

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Employee Signature _______________________________ Date _______________________________

Manager Signature _______________________________ Date _______________________________