

CHICAGO SYMPHONY ORCHESTRA ASSOCIATION

JOB DESCRIPTION

TITLE: Patron Services Associate

Reviewed: 10/2025

FLSA STATUS: Non-Exempt (Part-Time)

DEPARTMENT: Sales & Marketing

Salary: \$16.50; Link to Benefits Summary <https://cso.org/benefitsptstaff>

GENERAL SUMMARY

Patron Services Associates sell tickets and provide services to patrons, representing Symphony Center and the Chicago Symphony Orchestra, as part of the CSOA's Sales & Patron Experience team. This role is involved with both inbound and outbound patron interactions, including phone calls, email, web chat and text message. This role is eligible for select commission and bonus incentives.

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. Handle all aspects of ticket order processing, including ticket/subscription sales, invoices, exchanges, donations and gift certificates (among other responsibilities).
2. Respond to inbound sales and service interactions over the phone, web chat, email and text message.
3. Make outbound calls for ticket/subscription sales and donations, calling select lead groups, including current and potential subscribers/donors, single ticket buyers, groups and VIP patrons.
4. Upsell and cross-sell products based on patron preferences (i.e. additional concerts, subscription packages, auxiliary events, contributions, dining reservations and more); makes recommendations to increase revenue and retention.
5. Enter ticket and patron information accurately and efficiently.
6. Support ticket sales and donation revenue goals, along with campaign initiatives.
7. Maintain the organization's customer service standards and policies/procedures; contribute to diverse, inclusive and empowering teamwork.
8. Maintain Tessitura/CRM database system standards for order entry and database hygiene.
9. Utilize informational resources, such as the Daily Brief, programming updates, the organization's website and the internet to demonstrate expert product knowledge.
10. Arrange special assistance for select patrons, working closely with Front of House operations.
11. Assist with special projects such as patron growth initiatives, mailings and Tessitura/CRM ticketing setup.
12. Assist with general operations and additional tasks as needed.
13. Provide support at concerts occasionally.

REPORTING RELATIONSHIPS

1. Reports directly to an assigned Patron Services Assistant Manager.
2. Receives direction from supervisors on duty.
3. Works in partnership with other Patron Services Associates.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

1. At least two years of 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. Excitement for considering new ideas and pursuing a deeper understanding of unfamiliar insights.

WORKING CONDITIONS

Pleasant office environment. Collaborative, transparent, team-oriented work environment. Evenings and weekends are required. Weekly work hour minimums may be required during select times of the year.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.