



### **Position Description: Patron Services Representative**

**Title:** Patron Services Representative

**Status:** Part-time: 20 – 30 hours per week

**Reports to:** President and CEO

**Hours:** Includes in-office business hours and concert/event duties

**Compensation:** The position is paid hourly with no health benefits

Based in Williamsburg, Virginia, **The Williamsburg Symphony Orchestra (WSO)** is a professional symphony orchestra founded in 1984. The WSO aims to inspire, educate, and entertain diverse audiences in Greater Williamsburg by enriching the cultural fabric of the community and creating a wider appreciation for, and love of, live symphonic music.

**Position Description:** The Patron Services Representative is the organization's frontline representative, interacting professionally, respectfully, and regularly with ticket buyers and donors. They are responsible for managing these critical relationships. Specific areas of responsibility include, but are not limited to:

#### **Office:**

- Serve as the first voice the patron hears – answering telephone and electronic communications
- Oversee all Box Office activities, including concert season subscriptions, individual ticket sales, ticket exchanges, seat changes, donations using Tix software
- Manage both the ticketing system (Tix) and donor database (Donor Perfect), including the accurate entering of all transactions, new patron data and updates
- Develop a detailed working knowledge of concert event information, program content and all schedules
- Facilitate special communications with patrons regarding annual subscriptions, other ticket purchases using Constant Contact
- Assist President/CEO with fund raising appeals, grant requests, Board functions, community functions

#### **Concerts:**

- Manage front end operations at venues
- Seat labeling in concert hall
- Post signage in lobby
- Set up program displays upstairs and downstairs
- Preparing hall and lobby for patrons
- Verify seats for patrons

- Manage duties for volunteers
- Other duties as needed

**Qualifications:**

- Bachelor's degree required
- Experience in customer service, preferably in a performing arts/cultural organization.
- Strong organizational skills
- Ability to prioritize and manage multiple tasks
- Excellent interpersonal and communication skills
- Ability to build and maintain positive relationships with patrons, donors and volunteers
- Proficiency in ticketing systems and Microsoft Office Suite (with emphasis on Excel)
- Flexibility to work evenings, weekends as required by performance schedule
- Appreciation for live symphonic music is a plus.

**Competencies:**

Problem solving

Detail oriented

Data Analysis/Database Management

Software Proficiency (Microsoft Office, Adobe Suite)

Customer Service

Information Management

Teamwork

Planning/organizing

Professionalism

Confidentiality

**To Apply:**

Interested applicants should email resume and cover letter (optional) to [info@williamsburgsymphony.org](mailto:info@williamsburgsymphony.org)