

The Los Angeles Philharmonic Association is looking for an Assistant Director, Sales & Customer Engagement

Founded in 1919, the Los Angeles Philharmonic Association's mission is to perform, present, and promote music in its varied forms at the highest level of excellence to a diverse and large audience, both at the Walt Disney Concert Hall and the Hollywood Bowl. The Los Angeles Philharmonic Association is dedicated to continuing its pre-eminent status in the music world of the 21st century.

Position Summary:

The Assistant Director, Sales and Customer Engagement, reporting to the Director, Sales and Customer Experience, oversees and ensures that consistent customer service, policies and data standards are maintained; sales goals are reached; all customer communication is clear; and the overall customer experience is exemplary.

Position Elements:

- Develop, execute and successfully implement a patron service philosophy to be communicated and supported by all sales departments.
- Oversee and ensure consistent customer messaging through all outlets – digital, printed and telephonic (subscriber guides, online instructions, live chat standards, etc.).
- Oversee telesales team by creating and developing well-targeted campaign. Determine lead groupings to be used and develop scripts for sales calls. Monitor progress and adjust efforts as needed, including repackaging of season.
- Oversee Group Services team by creating and developing clear and direct policies and procedures. Ensure group customers are targeted appropriately.
- Manage training for all sales departments regarding Customer Service and Tessitura standards.
- Establish and maintain policies that guarantee the highest possible level of customer service.
- Establish and maintain methods and procedures to achieve timely and accurate resolution of customer inquiries.
- Oversee effort to improve/maintain the Call Center physical plant by doing such things as maintaining computers, replacing office furniture, etc.
- Special projects as assigned by Director, Sales and Customer Experience
- Proof marketing materials for print and online media
- Work with members of the Marketing department to implement and execute targeted marketing campaigns, promotions and incentives
- Other duties as may be assigned

Position Requirements:

- BS degree in Marketing or related field. A combination of education and experience may be considered as a substitute for the degree requirement.
- Minimum 5 years' experience in customer service and management with proven track record of excellent problem solving skills.
- Minimum of 5 years' experience in marketing/sales.
- Manage multiple distribution channels and develop strategies to support and grow client relationships.
- Demonstrate solid leadership, interpersonal and written communication, and sales skills.
- Team player with the ability to work well with others in a fast-paced environment.
- Ability to perform under stress while maintaining a courteous and professional attitude toward clients and team members.
- Computer literate, fluent in full Microsoft Office suite including Outlook, Excel and Word.

- Working knowledge of Tessitura.
- Available to work flexible hours including evenings and weekends as needed.
- Ability to remain seated at computer for extended periods.
- Basic knowledge of classical music or training helpful.
- Bilingual English/Spanish a plus.

How to apply:

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.
- At the end of the application, a confirmation page will appear when your submission has been successful