

The Los Angeles Philharmonic Association is currently seeking a:
Audience Services Supervisor
(Local 857 Treasurers & Ticket Sellers Union)

Founded in 1919, the Los Angeles Philharmonic Association presents, and promotes the performing arts in its varied forms at the highest level of excellence to a diverse and large audience, at Walt Disney Concert Hall, the Hollywood Bowl, and The Ford.

Position Summary:

The Audience Services Supervisor, reporting to the Audience Services Manager, is responsible for daily supervision and guidance of the Audience/Patron Services team, primarily ensuring that the level of customer service maintains a high standard over the phone, online, and in person.

Position Elements:

- Supervise and train Audience and Patron Services Representatives.
- Monitor productivity and performance of customer service representatives to observe employee demeanor, technical accuracy, and conformity to company policies.
- Assist in scheduling staff to cover hours of operation.
- Prepare daily sales, customer service issue, call volume, and other reports as necessary.
- Prepare composite reports from individual reports by subordinates.
- Handle inbound sales, information, and escalated complaint calls.
- Make outbound calls to patrons regarding ticketing and customer service issues.
- Route problem orders/calls and follow-through to resolution.
- Ensure compliance with company policies and procedures and supports company mission, values, and standards of ethics and integrity.
- Answer questions and recommend corrective services to address customer complaints. Anticipate escalation and take over calls when needed.
- Build, establish, and maintain open lines of communication with representatives, peers, trainers, managers, and other areas of the organization to facilitate problem solving.
- Serve as an information resource to team members; including continuous update of policy, procedural, and informational data sources.
- Monitor individual, team, and department results to identify and act on both positive and negative performance trends to ensure attainment of revenue goals and performance targets.
- Assist in the formulation of targets for individuals and teams.
- Devise ways to optimize procedures, keep staff motivated, and resolve grievances as needed.
- Keep management informed on issues and problems.
- Assist in other department projects and meetings as needed

Position Requirements:

- Minimum of 3 years in a professional customer service capacity with at least 1 year of supervisory experience.
- Must be a self-starter able to handle a variety of tasks concurrently, flexible, and willing to take initiative.
- Excellent problem-solver and critical thinker.
- Must possess strong interpersonal skills; able to communicate in a clear and courteous

- manner with patrons and staff.
- Ability to utilize flexibility and discretion when interacting with patrons and staff.
 - Established supervisory and sales skills with the ability to work well with a team in a fast-paced environment.
 - Demonstrated ability to perform under pressure while maintaining a considerate and professional manner.
 - Strong verbal and written communication skills.
 - Experience with Tessitura ticketing system a plus.
 - Computer efficiency and fluent in MS Suite software.
 - Genuine personality in interactions with others.
 - Available to work flexible hours including evenings, weekends, and holidays.
 - Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
 - Secondary language fluency is a plus

COVID Workplace Safety Requirements

This position will require you to interact with employees, patrons, vendors and others who may or may not be vaccinated or recently tested. You will be required to wear personal protection equipment (PPE) required by the LA County Department of Public Health protocols and the LA Phil. You agree to comply at all times with the LA Phil's COVID-19 Prevention Plan, including testing and vaccination requirements.

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

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence,

sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.