



**PATRON SERVICES REPRESENTATIVE**  
**Patron Services Department**  
**Marketing, Communications, and External Affairs Division**

<b>Work Status:</b>	Regular, Part-Time	<b>Payroll Type:</b>	Non-Exempt
<b>Schedule:</b>	Weekends Mandatory	<b>Regular Hours:</b>	9:30am - 6:00pm + some show evenings
<b>Location of Job:</b>	Davies Symphony Hall San Francisco, CA	<b>Hourly Rate:</b>	\$32.22
<b>Reports To:</b>	Box Office Manager	<b>Supervisory:</b>	No

**JOB SUMMARY**

The Patron Services Representative provides the highest levels of customer service to our patrons, takes and fulfills ticket and subscription orders by phone, mail or in person, and supports the operation of the Box Office through data entry, proofing, customer contact and management, and other duties and projects as assigned by the Box Office Manager.

- Completes sales through Tessitura software for incoming phone, mail and in-person orders at the Symphony Box Office.
- Makes courtesy and follow-up calls to patrons to resolve issues with their tickets purchase or other Symphony business.
- Provides exemplary customer service, follow-through and support.
- Turns each patron interaction into a positive experience
- Handles complaints and satisfies upset patrons
- Supports Box Office Managers with additional duties.

**QUALIFICATIONS**

- Minimum 5 years' experience in a customer service, sales, public relations or similar environment. Experience with ticketing and/or arts organizations a plus.
- Minimum 5 years' experience working with customer relationship management software. Experience with Tessitura a plus.
- Ability to constantly provide highest levels of customer service

- Great communication, listening and phone skills
- Ability to work as a team in a dynamic work environment
- Ability to interact with patrons and co-workers in a positive, courteous, patient and diplomatic manner.
- Ability to touch type and enter data in an accurate and thorough manner
- Proficient user of Windows, Excel, Word and Outlook. Database software or Tessitura experience a plus.
- Strong organizational skills and ability to work independently while handling multiple tasks.
- Willingness to set goals and learn new skills.
- Knowledge of or willingness to learn about Classical music

### **ORGANIZATIONAL PROFILE**

The San Francisco Symphony is widely considered to be among the most artistically adventurous and innovative arts institutions in the United States, celebrated for its artistic excellence, creative performance concepts, active touring, award-winning recordings, and standard-setting education programs. In the 2020–21 season, the San Francisco Symphony welcomed conductor and composer Esa-Pekka Salonen as its twelfth Music Director and embarked on a new vision for the present and future of the orchestral landscape. This exciting artistic future builds on the remarkable 25-year tenure of Michael Tilson Thomas as the San Francisco Symphony’s Music Director. Tilson Thomas continues his rich relationship with the Symphony as its first Music Director Laureate. In their inaugural season together, Esa-Pekka Salonen and the San Francisco Symphony have introduced a groundbreaking artistic leadership model anchored by eight Collaborative Partners from a variety of cultural disciplines: Nicholas Britell, Julia Bullock, Claire Chase, Bryce Dessner, Pekka Kuusisto, Nico Muhly, Carol Reiley, and Esperanza Spalding. This group of visionary artists, thinkers, and doers joins with Salonen and the San Francisco Symphony to chart a new course of experimentation by collaborating on new ideas, breaking conventional rules, and creating unique and powerful experiences.

The San Francisco Symphony presents more than 220 concerts and presentations annually for an audience of nearly 450,000 in its home of Davies Symphony Hall and through its national and international touring. A cornerstone of the organization’s mission, the San Francisco Symphony’s education programs are the most extensive offered by any American orchestra today, providing free comprehensive music education to every first- through fifth- grade student in the San Francisco public schools, and serving more than 75,000 children, students, educators, and families annually. The San Francisco Symphony’s recordings have won such awards as France’s Grand Prix du Disque and Britain’s Gramophone Award, as well as 16 Grammy Awards. San Francisco Symphony radio broadcasts, the first in the nation to feature symphonic music when they began in 1926, today carry the Orchestra’s concerts across the country. In 2004, the SFS launched the multimedia Keeping Score on PBS-TV and online and in 2014, the San Francisco Symphony inaugurated SoundBox, an experimental performance venue and music series located backstage at Davies Symphony Hall. February 2021 saw the launch

of SFSymphony+, the San Francisco Symphony's on-demand video streaming service. For more information, visit [sfsymphony.org](http://sfsymphony.org).

### **APPLICATION INSTRUCTIONS**

To apply, please visit [www.sfsymphony.org/careers](http://www.sfsymphony.org/careers). If you need assistance or an accommodation due to a disability, please contact us at [ccarter@sfsymphony.com](mailto:ccarter@sfsymphony.com) or you may call us at 415-503-5334.

### **VALUES STATEMENT**

The San Francisco Symphony is committed to cultivating an environment of inclusion, equity, and diversity for our staff, musicians, patrons, and community. As leaders and innovators of our inherited tradition of orchestral music, we acknowledge our responsibility to identify and dismantle the oppressive barriers that we have historically maintained. We resolve to hold ourselves accountable, devote resources, and embrace change by centering racial equity and listening to and learning from marginalized voices.

We recognize that this is an ongoing, sometimes uncomfortable practice, and continue to learn and evolve. We welcome applicants who are enthusiastic to join us on this journey.

### **EEO STATEMENT**

In alignment with the values statement above, the San Francisco Symphony celebrates diversity and is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and employees without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. The San Francisco Symphony believes that diversity and inclusion among our employees is critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

Pursuant to the San Francisco Fair Chance Ordinance, the San Francisco Symphony will consider for employment qualified applicants with arrest and conviction records.