

LAPA JOB DESCRIPTION

Position: Patron / Audience Services Representative
(Local 857 Treasurers & Ticket Sellers Union)

Department: Customer Engagement

FLSA Grade: Non-exempt

Position Summary:

The Patron/Audience Services Representative, reporting to the Audience and Patron Services Managers, provides direct telephone, letter, and electronic customer service for the public on a daily basis, serve as a sales and service agent to patrons of the Los Angeles Philharmonic Association, and enter customer feedback into the Tessitura Database.

Position Elements:

- Assist with customer relations and resolve complex or difficult customer inquiries by phone, letter, live chat, and e-mail in a timely manner
- Assists in interpreting, adapting, and applying policies, procedures, rules, and precedents in response to inquiries and complaints, as necessary
- Function as information and sales representative for all events related to the LA Phil, third party lease events, and performance venues
- Make outgoing calls to patrons regarding program or event changes as necessary
- Provide pre-concert customer service at the LA Phil performance spaces
- Attend performances; greeting guests and working with Box Office and house management to help reconcile onsite customer concerns
- Guide patrons through their online interactions with all pertinent web portals including their own accounts
- Track customer feedback in the patron database
- Compose and distribute reports using multiple platforms
- Provide helpful information, including suggestions for event, performance, price options, parking options, directions, restaurants, access for patrons with disabilities or any other service provided by the LA Phil; up-sell appropriate services and events
- Accurately sell tickets, gift cards, parking and other to all events, accepting orders by telephone, mail, fax, and internet.
- Prepare patron tickets, brochures, collateral, and vouchers for mailings, as needed
- You may be asked to work one weekend day and at least one evening each week
- For concerts at the Hollywood Bowl, assist our Pool Circle subscribers by answering questions and assisting them with ticketing-related requests
- Assist with database maintenance, adding accounts and correcting patron information in Tessitura
- Assist the Manager, Patron Services as needed
- Other duties as assigned

Relationships:

Reports To: Audience Services Manager
Patron Services Manager
Audience Services Supervisors

Interacts With: Audience/Patron Services Representatives
Music Center and LA Phil venue House Staff
Box Office
Director, Sales and Customer Service
Philanthropy
Marketing
Other LAPA staff as needed

Position Requirements:

- A minimum of 3 years experience in the customer service field (experience with an arts organization is a plus)
- Must be able to successfully manage and complete multiple projects in a fast-paced environment
- Proven ability to work with challenging customers and resolve complaints
- Previous ticketing system experience (Tessitura Database experience preferred)
- Strong interpersonal skills with an ability to work well with people at all levels, across a diverse customer base in a dynamic working environment
- Proficient user of Microsoft Office, particularly Word, Excel, and Outlook.
- Superior communication, verbal and written, listening, and telephone skills
- Excellent organizational skills and the ability to work independently, while handling multiple tasks
- Willingness to set goals, take initiative, identify customer service trends, and learn new skills
- Ability to work some nights, weekends, and holidays
- Knowledge of or willingness to learn about Classical and other forms of music

Updated 07/21

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.