

The Los Angeles Philharmonic Association is currently seeking a:
Audience Services Representative
(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 Representative, reporting to the Audience Services Manager, provides direct telephone, letter, and electronic customer service for the public on a daily basis, serves as a sales and customer service agent to patrons of the LA Phil, and enters customer feedback into the patron database.

Position Elements:

- Assist with customer relations and resolve complex or difficult customer inquiries by phone, letter, live chat, and e-mail
- Enter customer feedback into patron database
- Function as information and sales representative for all events related to the Los Angeles Philharmonic Association and its performance venues.
- 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
- Sell new and renewal subscriptions, flex plans, single tickets, gift cards, and related items
- Assist with database maintenance, add accounts in ticketing system, and correct patron information
- Take reservations for free admission events
- Make outgoing calls to patrons regarding program or event changes and new services or offerings as necessary
- Compose and distribute periodic customer comment reports
- Provide pre-concert customer service at the Information Booth at the LA Phil's performance venues.
- Attend performances at the Hollywood Bowl; 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
- Assist Patron Services Manager as needed

Position Requirements:

- At least 1-year experience in the customer service field
- Previous ticketing experience helpful but not required
- Flexible schedule required for day, evening, and weekend shifts. Ability to work nights and weekend shifts
- Strong interpersonal skills with an ability to work well with people at all levels, across a diverse customer base
- Computer proficient including Microsoft Office.
- Ability to think quickly and creatively problem solve
- Excellent verbal and written communication skills
- Ability to type 40 wpm

- Superior interpersonal manner
- Excellent organizational skills
- Knowledge and passion for the arts
- 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.