



Position Description: Box Office and Patron Services Manager
Thousand Oaks, CA

New West Symphony is seeking a motivated, detail-oriented team player to help lead our busy box office. Candidate must be enthusiastic about taking initiative, working laterally with the development and artistic departments, providing excellent customer service, and be able to thrive in a professional team environment. Strong interpersonal, communication and organizational skills are a must. Candidate must be able to work independently, prioritize and multi-task while on a deadline. Strong ticketing and accounting experience is a plus.

Reports to the Director of Marketing & Patron Services

Responsibilities

The Patron Services Manager is responsible for all ticket operations with the objective of providing the highest degree of customer service and satisfaction. The successful candidate will be responsible for working alongside development and marketing department in the management and maintenance of box office operations, functionality, accountability, and customer relations.

- Answering incoming calls on the ticket office phone line
- Processing subscription and single ticket orders, ticket exchange, and ticket donation requests in an efficient and timely manner
- Maintaining accurate financial and seating records
- Develop strong working relationships with venue box offices
- Identify and troubleshoot customer service issues to provide the fastest and most positive resolution for the customer
- Enter customer feedback into patron database
- Function as information and sales representative for all events related to New West Symphony operations
- Provide helpful information, including suggestions for events, performances, price options, parking options, directions, restaurants, access for patrons with disabilities, and any other service provided by New West Symphony
- Upsell appropriate services and events
- Sell new and renewal subscriptions, flex plans, single tickets, gift cards, and related item
- Assist with database maintenance, add accounts in Patron Manager 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 all performances
- 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

Other duties include:

- Ensure that all box office reports are executed in a timely and accurate manner in accordance with the direction provided by the marketing department
- Monitor all performances to ensure correct pricing, dates, times, and other pertinent information

- Maintain all ticketing processes to maximize efficiency and ensure accounting compliance and accountability
- Ensure the fulfillment of house seats, comps, and trade requests
- Monitor the advance sales and consult with the marketing department to make suggestions regarding papering and closing sections
- Conduct audience surveys
- Maintain box office fiscal accountability and audit procedures
- Consult with the management to maintain the highest standards of customer service
- Participate in department head and full organization meetings
- Execute other duties as assigned by the management

Skills and Qualifications

- No less than 3-5 years of customer relations experience is necessary
- Previous ticketing experience preferable
- Strong interpersonal skills with an ability to work well with people at all levels across a diverse customer base
- Computer literate in Microsoft Office, Word, and Excel.
- Ability to think quickly and solve problems creatively
- Excellent verbal and written communication skills
- Excellent organizational skills
- Knowledge and passion for the arts
- Sense of humor

Compensation: \$15.00 an hour

Contact: To apply for this position, please submit resume and cover letter via email to Executive Director Natalia Staneva at nstaneva@newwestsymphony.org

About the Organization: Founded in 1995, the New West Symphony is a professional orchestra that draws its players from the rich talent pool of professional Los Angeles-area musicians. Led by music director Marcelo Lehninger, the Symphony is the resident company of the Oxnard Performing Arts Center, the Thousand Oaks Civic Arts Plaza, and Barnum Hall in Santa Monica. It presents six Masterpiece Series concerts annually, performing major works from the symphonic repertoire with internationally acclaimed artists as guest soloists. It also provides quality outreach and educational opportunities for the communities it serves through its annual Symphonic Adventures concert programs for youth, its traveling Music Van, and its new partnership with Harmony Project Ventura, a year-round music program for underserved students. New West Symphony is a non-profit organization. For more information please visit our website at www.newwestsymphony.org.

Equal Opportunity Employer: New West Symphony provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, New West Symphony complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

To learn more please visit www.newwestsymphony.org.

Facebook: www.facebook.com/NewWestSymphony

Twitter: [@NewWestSymphony](https://twitter.com/NewWestSymphony)

YouTube: www.youtube.com/newwest1995

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