



Position Summary:

Symphony San Jose seeks a part-time Audience Services Manager to oversee ticketing and patron service operations. This role serves as the primary point of contact for customers and plays a key role in creating a welcoming, seamless, and enjoyable audience experience for all.

Key Responsibilities:

- ❑ Manage ticket office operations, including processing single ticket, group, and subscription sales; promoting ticket add-ons, special events, and donations; and assisting patrons with exchanges and other service requests.
- ❑ Serve as the primary point of contact for Symphony patrons, providing exceptional customer service in person, by phone, and via email; build strong relationships with subscribers, sponsors, and donors; and respond to inquiries, feedback, and concerns professionally and efficiently.
- ❑ Oversee the CRM software (AudienceView), venue seat maps, event setup, pricing structures, discount codes, and patron records.
- ❑ Maintain ticket office inventory, supplies, and equipment.
- ❑ Coordinate ticket office activities for performances and events; schedule ushers, ticket office staff, and volunteers; communicate important information to front-of-house personnel; and ensure audience services operate smoothly.
- ❑ Prepare single ticket sales reports, subscription reports, and email and mailing lists.
- ❑ Reconcile ticket office revenue with finance and support audit requests.
- ❑ Assist with marketing and development initiatives, including subscription renewal campaigns, intermission and post-concert activities, community engagement and education programs, and special events as needed.
- ❑ Perform other duties as assigned.

Qualifications:

- ❑ One to three years of experience in ticketing, CRM system management, or related field
- ❑ Strong customer service and interpersonal communication skills, with an emphasis on phone and in-person interactions
- ❑ Excellent organizational skills and strong attention to detail
- ❑ Ability to manage multiple priorities in a fast-paced environment
- ❑ Proficiency in Microsoft Office and basic database management
- ❑ Interest in the performing arts and classical music preferred
- ❑ Availability to work evenings and weekends for concerts and events
- ❑ Spanish language proficiency desirable

Job Status:

Reports to: Marketing Director

Status: Part-Time, 20 hours per week

Salary: \$25-\$30 per hour

Benefits: Paid employee parking, sick time, and holiday pay

To Apply:

Please send a cover letter and resume to jobs@symphonysanjose.org with “Audience Services Manager” in the subject line. No phone calls, please.