



Patron Services and Database Assistant

The Princeton Symphony Orchestra (PSO), widely regarded as one of the New Jersey's finest arts organizations, is a highly successful, professional, per-service orchestra. The PSO presents a six-program classical series at Richardson Auditorium in Princeton as well as pops, holiday, and education concerts, a chamber music series throughout Central New Jersey, a series of lectures and events for the community, and robust education programs reaching over 10,000 students annually. This is an exciting time of growth for the PSO: the organization has just announced a merger with The Princeton Festival, a June performing arts festival, and in 2020, the PSO began a new partnership with the Youth Orchestra of Central Jersey (YOCJ).

The PSO has proudly remained vital throughout the pandemic, delivering much of our standard programming virtually while also exploring new initiatives.

JOB TITLE

Patron Services and Database Assistant

POSITION

The Patron Services and Database Assistant is an integral part of the front-of-house and administrative teams, responsible for running the box office. This position is expected to be proficient in the PSO's database in order to perform their box office duties as well as assist with other database projects.

This position performs a wide variety of tasks. It requires outstanding communication skills, confident writing and editorial skills, high knowledge of databases, and excellent customer relation skills in dealing with donors, PSO patrons, and employees. The ideal candidate is someone who will enjoy the opportunity to make a big impact in many areas while working in a small office with a collegial team environment. This position reports to the Director of Patron Experience.

ESSENTIAL JOB FUNCTIONS

- Process ticket and season subscription purchases in person at the box office window and over the phone.
- Assist customers with purchase decisions.
- Provide customer service to patrons with ticketing issues, including lost, stolen, or damaged tickets.
- Answer box office telephone and respond to customer questions regarding events and ticket operations, and assist patrons in finding seat locations on seating diagrams.
- Be well-versed on all PSO offerings including discounts, promotions, ADA services, and ticket packages/subscriptions.
- Maintain knowledge of performance venues including parking, directions, and accessibility.
- Operate Patron Manager ticketing system which includes the building of concert events within the database.
- Stay current on events scheduled for the Festival and other PSO programs.
- Collect complete and accurate data from customers.
- Assist with day of show walk up sales and will call distribution.
- Maintain quality database practices.
- Record pertinent patron background information.

- Assist with database reporting – both for the box office and any additional department reporting as necessary.
- Support database performance by evaluating and resolving user processing and programming problems; answering user questions.
- Execute database projects such as ticketing and campaign imports.
- Work with System Administrator to plan and initiate database upgrades.
- Update job knowledge by participating in educational opportunities.

MARGINAL JOB FUNCTIONS

- Able to travel to/from multiple venues.
- Capable of assisting with set-up; able to lift 25 lbs.
- Other duties as assigned.

QUALIFICATIONS

- Attention to detail.
- Customer service experience, preferably in the ticketing, entertainment, non-profit arts or hospitality industries.
- Ability to initiate and build relationships with customers and interact via telephone and in person.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- High standards of integrity, credibility, and reliability.
- Works well independently and in a group setting, a true team player.
- Strong written and verbal skills.
- Skill using computer software programs including point of sale systems and Microsoft Office.
- Knowledge of basic cash handling procedures and fiscal responsibility, including PCI compliance.
- Must have a reliable form of transportation.
- Ability to work a flexible schedule including days, evenings and weekends.

DESIRABLE

- Patron Manager/Salesforce experience.

COMPENSATION

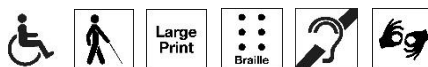
This is a full-time (exempt) position requiring regular evening and weekend work to cover PSO concerts and events. Salary is commensurate with experience; benefits include health insurance and paid vacation.

OTHER

All Princeton Symphony Orchestra employees and on-site contractors are required to be fully vaccinated against COVID-19, and must have received any booster shot for which they are eligible, as well as any future booster shot that may be required.

HOW TO APPLY

Submit a resume and cover letter to employment@princetonsymphony.org with “Patron Services” in the subject line. **Application deadline: March 9, 2022.** All applications will be treated as confidential. Electronic submissions only – no phone calls. Reference and background check will be completed during final interview process. If you require any assistance or accommodations during the interview process, please include this information when submitting your application.



The Princeton Symphony Orchestra (PSO) is deeply committed to a thoughtful, honest, and ongoing self-examination of how we are applying principles of equity, diversity, and inclusion (EDI) and antiracism within our organization. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, status as a qualified individual with a disability, or any other characteristics protected by federal, state, or local law.