



## Box Office & Patron Services Manager

### Summary

Oakland Symphony is hiring a full-time Box Office & Patron Services Manager. This exempt position is responsible for the efficient daily functioning of the Symphony's ticketing system through PatronManager, and for providing excellent customer service processing subscriptions and single ticket sales.

In addition, the Box Office & Patron Services Manager supports all teams in providing reports, analysis and reconciliation.

The Oakland Symphony aspires to be a leader in Oakland's continuing transformation – an inclusive and celebratory institution championing the expansion and recognition of Oakland's unique cultural presence through symphonic music performance and education. It seeks a team member who prioritizes a diverse, equitable, and inclusive environment and is passionate about the accessibility of the Symphony's programming.

Medical and dental benefits provided.

### Duties and Responsibilities:

- Create all events in PatronManager. Set up seat allocations, ticket prices, discount codes, and group sales.
- Process and fulfill all ticket orders, including subscriptions, group sales, and single ticket orders. In cooperation with marketing, assign seats to subscribers; coordinate season ticket mailings and handle ticket exchanges throughout season.
- Field subscription and single ticket questions from patrons and work swiftly and cheerfully to resolve patron issues and concerns.
- Maintain and update database of subscribers and single ticket buyers.
- Provide daily pre-set subscription and single ticket sales reports.
- Work closely with marketing team to execute all subscription and single ticket campaigns.
- Coordinate with Marketing Manager and telemarketing to execute sales, create holds and lead sheets.
- Manage Will Call and ticket sales at the door on concert nights. Supervise seasonal temporary box office staff as needed.

- Manage front of house during all ticketed events including box office/will call/ticket sales windows, management of venue ushers, Patron technology for scanning tickets at doors, etc.
- Process phone orders for subscriptions and single tickets
- Provide customer service for all patrons via phone, email, and in-person.

**Database Administration Duties:**

- Maintain database protocols as established by management and the Salesforce consultant.
- Manage the maintenance, updating, and merging of all records, contact information, event registrations, and other important information.
- Setup of all users and campaigns for marketing and development.
- Support executive leadership in the development of reports with the Salesforce consultant.

**Gift Processing and Reporting – Assist Development Team to:**

- Enter donations in Salesforce, including cash donations, pledges, in-kind donations, special event ticket sales, and auction purchases.
- Qualify online donations and process credit card payments.
- Monitor and resolve all payment exceptions.
- Reconcile with the Finance Department weekly.

**Skills/Knowledge Required:**

- Excellent verbal and written communication skills.
- Friendly, outgoing with great customer service skills.
- Must be self-starter who can work independently.
- Must be organized and able to balance multiple tasks.
- Thrive in working in a fast-paced environment.
- Problem solver.
- Excellent computer skills in MS Word, Excel, and Google Apps.
- PatronManager/Salesforce & Box Office experience preferred.
- Prior experience working in box office or ticketing preferred.

**Compensation:** This is a full-time, exempt position with hours typically Monday – Friday with some night and weekend requirements. Annual salary between \$47,000 to \$55,000.

Please respond with cover letter and resume to [jobs@oaklandsymphony.org](mailto:jobs@oaklandsymphony.org). No Phone calls please. Job is open until filled.