The Organization
The internationally acclaimed Detroit Symphony Orchestra, the fourth-oldest symphony orchestra in the United States, is known for trailblazing performances, visionary maestros, and collaborations with the world's foremost musical artist. Esteemed conductor Jader Bignamini became the 13th Music Director of the DSO in 2020. The DSO offers a performance schedule that includes classical, pops, jazz, young people’s concerts, and festivals. The DSO makes its home in historic Orchestra Hall, one of America’s most acoustically perfect concert halls, and actively pursues a mission to impact and serve the community through music. For more information, visit www.dso.org

Position Summary
Patron Service Representatives are energetic, outgoing, and disciplined individuals who provide best-in-class customer service to our patrons during all ticketing and donation transactions, as well as general inquiries. Patron Service Reps are not only helpful salespeople, but also ambassadors for the organization. As front-line staff members, PSR’s interact with a wide range of patrons and represent the primary point of contact between most patrons and the DSO.

Patron Service Reps are members of the Patron Sales and Service team, which is committed to always being accommodating, responsive, knowledgeable, united, and disciplined in the fulfillment of its duties and responsibilities.

Specific Duties and Responsibilities
• Monitor phones, windows and online sales during normal business hours and concert shifts.
• Provide excellent customer service during all ticketing and donation interactions while maximizing the value of each transaction.
• Thoughtfully and knowledgeably answer patrons’ inquiries regarding the organization and concert experience.
• Work with managers to resolve patron concerns, complaints, and disputes in a timely and discreet manner.
• Assist with donation and ticketing processing and fulfillment for phone, window, and online sales in a timely and accurate manner.
• Handle patrons contact and financial information with the utmost accurate care and confidentiality.
• Enter and update patron contact information in a timely and accurate manner.
• Perform general administrative duties and provide other box office assistance as needed.
• Reconcile money drawer against database reports daily.
• Other duties as assigned

Experience
• High school diploma or equivalent experience required.
• 1-2 years’ experience in a ticketing or customer service environment.
• Interest in classical music and the arts preferred. Knowledge of classical music a plus.
• Experience typing and working with computers. Knowledge of Microsoft Office programs a plus. Knowledge of ticketing systems, including Tessitura a plus.
• Strong verbal communication skills and comfort on the phone.
• Attention to detail, strong organization skills, demonstrated punctuality, and strong interpersonal skills.
• Comfort with basic math skills and numbers, including arithmetic and percentages.
• Experience handling money and demonstrated absolute integrity and honesty in handling credit card information, personal checks, and cash.

Personal Attributes and Competencies
• Outgoing, friendly, organized, detail-oriented, patient and creative individuals will be well-suited in this role.
• Ability to work well under pressure and in a fast-paced environment with a diverse range of coworkers and patrons.

Reporting Responsibility: Manager of Patron Sales and Service

Other Requirements
While most shifts will take place at the Max M. and Marjorie S. Fisher Music Center, Patron Service Reps will also be assigned to work at a variety of venues throughout metro Detroit and are responsible for their own transportation. The DSO provides a mileage reimbursement when employees are required to work off-site.

*The essential duties for this position require in-person interaction with patrons, staff, musicians and/or guest artists. Therefore, in alignment with the DSO’s COVID-19 safety policy, full vaccination for COVID-19 is required for employee’s working in these positions.

Pay: $15/hourly

Qualified candidates should submit their resume and cover letter to jobs@dso.org