

## **AUDIENCE & TICKETING SERVICES ASSISTANT**

### **POSITION DESCRIPTION**

The Audience & Ticketing Services Assistant represents CMS to the public. The primary role of the Assistant is to provide exemplary customer service to CMS ticket buyers in any way possible, while maximizing earned and contributed revenue potentials for the organization. The Assistant will support the Associate and Manager with all sales activities, including house managers, merchandise sales, and group sales and assists with all CMS ticketing and subscription activities in office and regularly at concerts.

This is a full-time position and reports to the Audience & Ticketing Services Manager.

### **DUTIES INCLUDE:**

- Serve as one of the primary customer-facing team members fulfilling single ticket, subscription, and VIP ticket orders and inquiries via phone, mail, Internet, and in person.
- Provide excellent customer service to a wide variety of customers, staff, artists, and VIPs in a friendly, welcoming manner.
- Proactively identify and clearly and calmly address any ticketing issues.
- Maintain a thorough understanding of the CMS season across venues, repertoire, and artists to accurately inform guests with any questions or concerns.
- Maximize ticketing, donations, or other sales in the promotion of CMS activities.
- Ensure data integrity in the ticketing system, including but not limited to data entry protocol, duplicate accounts maintenance, erroneous data, and relationship and attribute data.
- Maintain the Subscription Office filing system and continually organize all written and electronic records.
- Provide support as requested for special CMS events such as Cultivation Events and Receptions.
- Maintain detailed records for audience development and supplementary ticketing efforts.
- Stock all CMS brochures/materials at each appropriate venue.
- Other marketing related duties, as assigned.

### **MUST HAVES FOR THE ROLE**

- 1-2 years of relevant work experience
- Strong computer skills, specifically in Microsoft Word and Excel
- Customer service or retail experience
- Excellent verbal communication skills
- Ability to work in a fast-paced environment with frequent, rapid changes; must have strong problem-solving skills
- High energy and enthusiasm

- Must be able to work nights and weekends, depending upon performance schedule
- Familiarity with classical music repertoire

### **DESIRABLE BUT NOT REQUIRED**

- Knowledge of Tessitura software a big plus
- Knowledge of Basecamp or other project management software
- Experience with phone sales
- Experience with Point-of-Sale systems, such as Square

### **KEY INTERACTIONS & WORKING CONDITIONS**

The Audience & Ticketing Services Assistant reports to the Audience & Ticketing Services Manager. This position will regularly interact with all members of the Marketing & Communications, Development, Artistic, and Administration teams, the Alice Tully Hall Box Office, and directly with concertgoers, subscribers, donors, and board members.

The person in this position must be able to remain in a stationary position most of the time, occasionally move about inside the office to access file cabinets, office machinery, etc. This person will operate a computer and other office productivity machinery, such as two-way radios, phone, fax, postage machines, ticket and point of sale scanners and equipment, copy machine, and computer printer. They may also move and lift the CMS Shop equipment weighing up to 50 pounds across campus for various special events needs.

This is an in-office position, working from the Lincoln Center campus. Proof of COVID-19 vaccine required.

### **COMPENSATION & BENEFITS**

This is a full-time position, with a salary of \$40,000.

CMS offers competitive compensation that includes an excellent health insurance plan, dental and vision benefits, vacation, paid time off. This is a full-time non-exempt position working in-person at the Lincoln Center campus.

### **HOW TO APPLY**

Please submit a resume and cover letter to [jobs@chambermusicsociety.org](mailto:jobs@chambermusicsociety.org) with "Audience & Ticketing Services Assistant" in the subject line. Please, no phone calls. We look forward to hearing from you.

The Chamber Music Society of Lincoln Center is an Equal Opportunity Employer and values diversity in its workforce.