

THE CHAMBER MUSIC SOCIETY OF LINCOLN CENTER
JOB DESCRIPTION

AUDIENCE SERVICES ASSISTANT

As of June 17, 2026

DESCRIPTION

The Audience Services Assistant serves as a key point of contact between the Chamber Music Society of Lincoln Center (CMS) and its audiences. This position plays an essential role in delivering exemplary customer service and exceptional patron experiences while supporting ticket sales, subscriptions, donor engagement, and audience development efforts.

The Assistant will support the Audience Services department with all aspects of ticketing operations and customer service, both during standard office hours (Monday-Friday, 9:30 am-5:30 pm) and routinely at concerts and events.

This is a full-time position that reports to the Associate Director, Marketing & Audience Services.

DUTIES INCLUDE:

- Serve as a primary customer-facing team member, fulfilling single ticket, subscription, and VIP ticket orders and inquiries via all channels, including in-person, phone, email, mail, etc. Provide excellent customer service to a wide range of customers, staff, artists, donors, and VIPs in a friendly and welcoming manner.
- Deliver exceptional customer service by providing accurate information, resolving ticket issues, and ensuring a positive guest experience.
- Maintain a thorough understanding of CMS performances, artists, venues, and subscription offerings to assist guests with questions and concerns.
- Ensure data integrity in the ticketing/CRM system, including data hygiene, duplicate accounts maintenance, and relationship and attribute tracking.
- Support audience development initiatives by maintaining detailed records and assisting with targeted outreach efforts.
- Maintain and organize written and electronic records for the department.
- Assist with special events, cultivation activities, receptions, and patron engagement opportunities as assigned.
- Coordinate distribution and inventory of brochures, programs, and promotional materials at appropriate venues.
- Provide additional marketing and administrative support, as assigned.

QUALIFICATIONS

Required:

- 1-2 years of arts administration, customer service, hospitality, retail, or other relevant work experience
- Strong organizational skills and attention to detail
- Comfort working with computers and office software
- Excellent verbal and written communication skills
- Ability to manage multiple priorities in a fast-paced environment
- Ability to work both collaboratively and independently
- Availability to work nights and weekends, depending upon CMS performance schedule

Preferred:

- Knowledge of Tessitura or other CRM software
- Interest in or familiarity with classical music and the performing arts
- Valid driver's license
- Familiarity with Asana or other project management software
- Experience with phone sales
- Experience with point-of-sale systems such as Square

KEY INTERACTIONS & WORKING CONDITIONS

The Audience Services Assistant reports to the Associate Director, Audience Services. This position will regularly interact with all members of the Marketing & Communications, Development, Digital Content, Education, Artistic, and Administration teams; the Alice Tully Box Office and Lincoln Center Guest Experience teams; and directly with concertgoers, subscribers, donors, and board members.

The person in this position must be able to remain in a stationary position a majority 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, postage machines, ticket and point of sale scanners and equipment, copy machine, and printers. They may also move and lift the CMS Shop equipment weighing up to 50 pounds across campus for various special event needs.

This is an in-office position, working from the Lincoln Center campus.

COMPENSATION & BENEFITS

CMS offers competitive compensation that includes an excellent health insurance plan, dental and vision benefits, vacation, and paid time off. This is a full-time non-exempt position working in-person at the Lincoln Center campus with a starting annual salary of \$45,000.

HOW TO APPLY

Please submit a resume and cover letter to jobs@chambermusicsociety.org with “Audience 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