



Louisiana Philharmonic
Orchestra

POSITION:	Box Office Coordinator
REPORTS TO:	Patron Services Manager & Director of Marketing & Communications
POSITION TYPE:	Exempt
SCHEDULE:	Full-time position
COMPENSATION:	Annual Salary: \$33,000 (pro-rated based on start date)
BENEFITS:	
Health Insurance:	100% of premium paid by employer for employee Dependents: Employee funded
Dental Insurance:	Employee funded
Term Life and Long Term Disability Insurance: 403(b) Plan:	100% of premium paid by employer for employee Employees eligible to participate (employer does not presently provide matching contribution)
Leave:	13 days paid holiday leave 12 days paid personal leave plus accrual of 0.5 additional day for each year of continuous service up to a maximum of 19.5 days 12 days paid health and wellness leave
Parking:	Provided by employer
Mileage:	Reimbursed with advance supervisor approval

Overall Job Purpose:

The Patron Services Coordinator will provide exemplary customer service during all ticketing and donation transactions, as well as general inquiries during both normal business hours and in the Box Office during performances. Patron Services staff are energetic, outgoing, and disciplined individuals who are helpful, but also ambassadors for the organization. As front-line staff members, the box office interacts with a wide range of patrons and represent the primary point of contact between most patrons and the LPO. Patron Services are members of the Marketing and Development team, which is committed to always being accommodating, responsive, knowledgeable, united, and disciplined in the fulfillment of its duties and responsibilities. The team is passionate about the orchestral art form and driven to unlock its potential to transform our community.

Primary 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 discrete manner.
- Assist with donation and ticketing processing and fulfillment for phone, window, and online sales in a timely and accurate manner.
- Handle patron contact and financial information with the utmost accurate care and confidentiality.
- Assist in preparation of mailings and other communications with patrons.
- Maintain knowledge of programs currently available to customers.
- Provide recommendations with regards to customer preference and upcoming performances.
- Enter and update patron contact information in a timely and accurate manner.
- Perform general administrative duties and provide other box office assistance as needed.
- Work with other departments including artistic, development, special events, and education as needed.
- Work closely with the Patron Services Manager in running the Box Office during performances.
- Maintain Box Office equipment.

Criteria/Qualifications:

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

Applications

Please submit a cover letter that describes your interest and qualifications for the position. Send with a résumé and the names of three professional references.

All applications will be treated as confidential. References will not be contacted without applicant's knowledge.

Electronic submissions are preferred. (MS Word or Adobe Acrobat attachments only, please.)

Email: employment@lpomusic.com Subject Line: Patron Services Coordinator Search

Applications will be reviewed once received.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. The LPO is committed to providing equal employment opportunities for candidates and employees regardless of their membership in any protected classifications. The LPO will not discriminate in violation of the law on the basis of race, color, sexual orientation, gender, age, religion, national origin, physical or mental disability, and/or any other legally protected class under applicable federal, state, or local laws. This anti-discrimination policy applies with respect to all employment decisions, including but not limited to hiring, promotion, discipline, and discharge. The LPO is committed to equal opportunity for persons with disabilities in compliance with the Americans Disabilities Act and state law. If you feel you need an accommodation for a disability, please inform us. Requests for accommodation will be evaluated on a case-by-case basis. If you request an accommodation, it is essential that you participate fully in the interactive process.