Chattanooga Symphony & Opera
Job Description
Patron Services Coordinator

Summary

Job Title:	Patron Services Coordinator
Department:	Marketing
Reports To:	Director of Marketing
Hours:	Full-Time Salaried Position, frequent nights/weekends
Salary:	$40k
Benefits:	Monthly Health Insurance Stipend, Employer Pension Contribution

Basic Function: The Patron Services Coordinator will administer box office functions, manage volunteers, serve as the primary point of contact for CSO patrons, and run the box office at CSO concerts and events. The Patron Services Coordinator will field patron needs, manage incoming phone traffic during box office hours, execute ticket sales, and manage the ticketing database under the Marketing Director's supervision. They are also responsible for onboarding, scheduling, and managing volunteers. The role requires frequent night and weekend work at CSO events, balanced with a shorter in-office workweek. A successful Patron Services Coordinator will be energetic, professional, computer-savvy, and customer-service oriented.

Primary Duties and Responsibilities

Box Office Management

- Sell tickets to patrons via phone or in person using the CSO's ticketing system, CueBox. Assist patrons with exchanging, moving, and adding tickets. Manage patron email correspondence.
- Staff the box office at ticketed CSO events. Transport, set up, and break down box office equipment at various concert venues. Serve patrons as they arrive.
- Serve as the primary technical authority for all ticket-printing systems, maintaining comprehensive knowledge of printer hardware, software, drivers, and connectivity; independently diagnose and resolve issues involving printer-to-laptop integration, driver configuration, ticket stock loading and sensing, sensor calibration, print alignment, print queues, and other hardware or software malfunctions. Troubleshoot additional box office equipment (laptops, scanners, etc) as needed.
- Staff the box office phone line during box office hours (Tues - Fri, 10am - 3pm).
- Prepare will call tickets, concert signage, marketing materials, and front-of-house lists.
- Support subscription and single-ticket initiatives through phone calls, email campaigns, and progress tracking, as directed by the Marketing Director.
- Implement and adhere to ticketing policies set by the Marketing Director.
- Provide sales and ticketing reports to CSO staff and partners as requested.

Volunteer Management:

- Manage CSO volunteers using the Civic Champs volunteer management platform.
- Coordinate with CSO staff to determine volunteer needs for upcoming events, and recruit volunteers to fill those slots.
- Lead volunteers on site at concerts and events.
- Recruit and onboard new volunteers. Manage volunteer job descriptions, manual, and timesheets.
- Maintain volunteer satisfaction through regular surveys and plan an annual volunteer appreciation.
- Report on volunteer hours and satisfaction as requested by CSO staff.

Miscellaneous:

- Work closely with the Development and Communications Manager to communicate patron-facing ticket information.
- Perform other related duties as assigned, in support of the overall mission and operations of the CSO.

The duties listed above are not all-inclusive. The person in this position is expected to perform other work-related duties as assigned, including duties that may not be considered primary responsibilities.

Chattanooga Symphony & Opera
Job Description
Patron Services Coordinator

Work Requirements and Qualifications

Education: GED or HS diploma required.

Experience:
- One to three years of experience in a customer service, box office, or sales environment.
- Previous ticketing experience strongly preferred.
- Prior CRM/database management experience preferred.
- Graphic design or writing skills are a plus, but not required.

Knowledge, Skills and Abilities:
- Requires strong computer skills and the ability to confidently troubleshoot technical equipment like laptops and ticket printers.
- Strong customer service and phone skills.
- Quick problem-solving ability and professionalism while dealing with a wide variety of personalities, backgrounds, and needs, while always acting in the best interest of the CSO.
- Knowledge of classical music is helpful, but not required.

Work Environment

We value a casual, collaborative office culture while maintaining professionalism, courtesy, and respect in all interactions in a fast-paced work environment. The Patron Services Coordinator should expect that priorities will shift, deadlines will occasionally overlap, and unexpected needs will arise. The successful candidate will enjoy a fast-moving, customer-focused environment and remain professional, calm, and solution-oriented while managing a busy schedule.

Hours

The position requires regular attendance at CSO concerts and events, especially evenings and weekends, with remaining hours spent in the office during business hours.

Off-Season Hours:
- The CSO's concert season runs from mid-September to mid-May. In the summer months, when there are no concerts, the Patron Services Coordinator will work standard office hours. Summer office hours run from the Tuesday after Memorial Day until Labor Day. Summer hours are 10am - 4pm. Summer hours may be adjusted at the discretion of the Executive Director, based on the workflow and needs of the organization. If employees are unable to complete their assigned responsibilities within the shortened summer hours, they may be asked by their supervisor to work a standard administrative schedule.

In-Season Hours: The Patron Services Coordinator will work a 40-hour workweek with time broken down approximately as follows:
- Box office hours: 20 hours per week, Tues-Fri from 10am-3pm.
- Off-hours events: appx 5-20 hours per concert week, depending on the number of events in a given week. Concerts most commonly occur on Thursday evenings, Saturday afternoons and evenings, and Sunday afternoons.
- Regular office hours: Remaining hours to be spent in-office, collaborating with staff on concert preparation.
- In weeks with no events outside of business hours, the Patron Services Coordinator will work a standard 9am-5pm workweek.

Technology and Equipment:
- Standard office environment: phone, Microsoft computer, and printers.

- Google Workspace (Gmail, Google Drive, Google Calendar) and Microsoft Office Suite (Word, Excel).
- CueBox ticketing database/CRM.
- iPad or Android tablets, laptop computers, ticket printers, and ticket scanners.

Benefits:
Benefits include a $200 monthly healthcare stipend, flex time, and employer 403(b) retirement contribution. Vacation, holiday, and sick leave are also provided.

To apply, send a cover letter and resume to hiring@chattanoogasymphony.org. We are seeking the right candidate to begin as soon as possible. No phone calls or direct emails, please.

About the CSO
The CSO delivers transformational orchestral experiences that engage, inspire, and connect our community.

We foster a lifelong appreciation for music through dynamic performances, innovative programming, and a commitment to educational endeavors, ensuring orchestral music remains a vital and accessible part of our community.

The Chattanooga Symphony & Opera is an equal opportunity employer. We consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other status protected by applicable federal, state, or local law.