



JOB DESCRIPTION

JOB TITLE: Customer Care Representative (full-time)

DEPARTMENT: Patron Services

REPORTS TO: Director of Ticket Services

POSITION SUMMARY:

The Indianapolis Symphony Orchestra is seeking a motivated and energetic person for a full-time position to assist in the day-to-day Box Office operations and during performances. The ISO's box office staff play a critical role in connecting with patrons and acting as ambassadors for the ISO's mission. The primary responsibility of this role is to guarantee an exceptional level of customer service by selling tickets and providing event information. Training on Tessitura ticketing software will be provided.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Provide superior customer service to all patrons and employees by:
 - Greeting patrons as they approach the box office with a smile and a pleasant attitude
 - Providing accurate event information such as ticket availability, prices and other information on Indianapolis Symphony Orchestra events and Hilbert Circle Theatre rentals
 - Answering questions and directing patrons to appropriate locations or individuals
 - Thanking every patron served for their patronage
 - Problem-solving in the moment
 - Assisting in resolution of guest complaints and finding positive outcomes
- Proactively sell tickets at the box office window and via inbound phone calls, making additional recommendations when appropriate to increase revenue.
- Duties include outbound calling to patrons.
- Provide support for Box Office related tasks such as filing, mailing, answering emails, quality insurance checks, accurate data entry, etc.
- Maintain a well-organized, clean and shared work area.
- Accurately provide customers with information regarding Hilbert Circle Theater and

Indianapolis Symphony Orchestra ticket policies and general theater policies.

- Assume the responsibility for contents of the cash drawer, and consequently the accurate completion of ticket transactions and daily reconciliation.
- Present a positive image of the Indianapolis Symphony Orchestra to customers.
- Ensure a pleasant Hilbert Circle Theater experience by being courteous, efficient, informative, and enthusiastic at all times.
- Provide valuable information to senior leadership by reporting customer comments, views, noticeable trends, problems, etc.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS:

- High School diploma plus one year related experience, preferably in a customer service position. Excellent interpersonal skills, po ability to remain calm under pressure, and accurate typing skills are imperative. Position requires the ability to sit, stand for long periods of time, lift heavy objects (30lbs), work outside during the summer, and available to work weekday, evening, weekend and holiday hours. Must have reliable transportation to off-site events. Tessitura, ticketing software and/or database experience is helpful. This position requires an individual with excellent public relations and interpersonal skills.

INTERPERSONAL CONTACTS:

INTERNAL: Daily contact with employees and musicians.
EXTERNAL: Continual contact with customers and the general public.

CONTENT OF CONFIDENTIAL INFORMATION:

- Credit card information from customers. Internal communication relating to artists, concerts and staff.

OUR MISSION

To inspire, entertain, educate and challenge through innovative programs and symphonic music performed at the highest artistic level.

OUR VALUES

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission through:

- Outstanding **performance** on and off the stage.
- Extraordinary **service** to both internal and external customers.
- A compassionate workplace built on **trust** and **mutual respect**.
- A culture of **flexibility** and **openness to change**.

OUR DEIB VISION

We endeavor to model practices of diversity, inclusion, and equity in all that we do, including programming, people and culture, and community building. Through these practices, we will build a universal sense of belonging for all who connect with the ISO.

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status or any other status protected by law.

Applications for this position should be sent to
jobs@indianapolissymphony.org.