



Position: **Manager of Ticketing Services**  
Employment Type: Regular Full-Time, Non-Exempt  
Department: Marketing & Communications  
Pay Range: \$26-\$32 hourly, Commensurate with Experience  
Reports To: Director of Ticketing & Customer Service

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### **Position Summary**

The Manager of Ticketing Services performs all the functions and duties associated with supporting the Director of Ticketing & Customer Service with the operation and management of the Ticket Services department, focusing on the day-to-day operations, including staff management. The Manager of Ticketing Services is responsible for key programs within the ticket office as it relates to third-party partnerships and interaction with outside departments and ancillary markets. This position is expected to have a solid knowledge of the Tessitura CRM database and ticket set-up/management in the database, and to satisfactorily perform all additional duties as assigned by management.

### **Key Duties & Responsibilities**

1. Maintain the highest level of guest service, managing and resolving in person and phone customer service issues, in a timely and professional manner.
2. Provide full service to patrons, including ticket sales, exchanges, subscription orders, assigning seats for subscription patrons, information sharing and handling and resolution of complaints.
3. Assume and execute the duties of the Ticket Services Director in their absence including box office reports, data collection, and reconciliation of deposits.

#### **A. Staff Management**

1. Support Director of Ticketing & Customer Service in supervising the Ticket Services staff, ensuring that all associates are providing superior customer service.

2. Develop and maintain training manuals and Ticket Services procedures and inventory of materials necessary for the success of the full Ticket Services Operation.
3. Train new Ticket Services employees as needed.
4. Plan weekly work schedule for Box Office hourly staff.
5. Monitor standardization of order entry in Tessitura.
6. Assist with creating a positive goal focused team within the department.
7. Assist with staff coaching and mentoring including keeping track of staff achievements, discipline & evaluations.

#### **B. Ticket Office Operations**

1. Assist with creating standard operating procedures (SOPs) for the ticket office.
2. Manage data hygiene processes and weekly patron record merge reports.
3. Assist with the creation of box office, subscription and other reports as needed.
4. Assist with the creation of season and single ticket events including renewal invoices and season ticket printing.
5. In partnership with the Ticket Services Director, assign seating for subscription patrons.
6. In partnership with the Ticket Services Director, manage ticketing and venue operations for Pacific Symphony's Summerfest season.

#### **C. Financial Reporting & Reconciliation**

1. Reviews, posts and reconciles daily batches from all ticket associates.
2. Provides the Finance Department with daily sales receipts and deposits reports.
3. Research and resolves charge-back disputes made through credit card processors.
4. Pulls regular Single Sale Order and Package Order reports to check for irregularities such as unseated or unpaid orders, incorrect or incomplete seating notes, and other issues needing resolution.
5. Run other sales or seating reports as needed or requested by staff.

#### **D. Performance Management & Communications**

1. Assist with seat management prior to each concert; Fulfilling ticket requests. Responsibility includes assisting the Development and Public Relations teams with special ticketing needs and functions including, but not limited to, press weekends and opening night performances, assisting with staff/musician ticket requests, and maintaining transaction records.

2. Release of all holds prior to performance per schedule; internally negotiate hold release with Box Circle Concierge, externally negotiate hold release with SCFTA personnel.
3. Manages Customer Service Inquiries (CSIs) in Tessitura for accessible seating needs at each event prior to performances for Front of House team.
4. Manages printing of show night will call.
5. Work performances as Manager on Duty as needed.

#### **E. Telemarketing Management**

1. Works with the Director of Campaign Marketing and the Telemarketing department during the renewals and acquisition sales campaign. Ensures telemarketing is up to date with current offers, prices, and seating inventory.
2. Manages the fulfillment of the telemarketing ticket campaign – assign seats, print and mail tickets. Work as the liaison between telemarketing and the box office as well as internal departments such as Development.
3. Manages correspondence with Telemarketing representatives to correct inaccurate orders.

#### **F. Partnership Management**

1. Works with the Marketing, Development and Community Engagement departments in the distribution of tickets for audience development initiatives.
2. Works with Pacific Symphony Youth Ensembles to facilitate ticketing needs.
3. Manages the design, creation, and distribution of vouchers for donation requests.
4. Field inquiries, determine eligibility and fulfills internal and external requests for trade tickets and vouchers.
5. Maintains a donation spreadsheet for each fiscal year tracking all donations to outside organizations, including Community Outreach partnerships.
6. Manages Heartstrings allotments, reconciliation and reporting.
7. Manages and fulfills seating for Pacific Symphony's Education and Community programs (e.g., "Heartstrings" guests, etc.).

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

#### **Experience and Qualifications**

- Prior experience working in a box office or subscriptions department desirable.
- 2-3 years' staff supervisory experience required.

- At least 3-5 years' experience managing a box office or other relatable area.
- Experience with Tessitura CRM system or other ticketing software is essential.
- Working knowledge of Microsoft Office essential
- Knowledge of data analysis strategies a plus
- Excellent verbal communication skills required.
- Ability to provide excellent customer service to customers by representing the organization and department professionally.
- Ability to work well under stress.
- Must be punctual, reliable, and perform work with consistency.
- Must have ability to work nights and weekends as scheduling demands.
- Ability to thrive in a fast-paced, dynamic environment.
- Ability to prioritize workload and solve problems efficiently and quickly.
- Must be detail oriented.
- Knowledge of classical music and passion for the performing arts is desirable.
- Bachelor's degree in communications, marketing, business, or a related field.
- A passion for digital performance marketing, the arts and a commitment to driving patron engagement and loyalty through Ticketing and Customer Services best practices.
- Ability to thrive in a dynamic and fast-paced environment, adapting to changes and implementing strategies that keep Pacific Symphony at the forefront of subscription marketing.
- Customer service oriented and deadline focused.
- Multi-Lingual is a plus

### **Compensation**

Pacific Symphony offers a comprehensive compensation and benefits package including a 401(k)-retirement plan; escalating paid vacation, sick, personal days, and holidays; health benefits including medical, dental, vision, life, and long-term disability insurance; flexible spending accounts and employee assistance program; and complimentary tickets.

### **To Apply:**

- Email your resume, cover letter and salary requirements to **Jayee Liu – [jliu@pacificsymphony.org](mailto:jliu@pacificsymphony.org)**
- Please begin your subject line with the words “Manager of Ticketing Services”
- No phone calls please

### **Organizational Background**

**Pacific Symphony**, under the dynamic leadership of Music Director Carl St.Clair since 1990, is the resident orchestra of Orange County's Segerstrom Center for the Arts and performs in the Renée and Henry Segerstrom Concert Hall. Founded in 1978, the Symphony is the largest orchestra formed in the U.S. in the last 50 years and is not only a fixture of musical life in Southern California but is also

recognized as an outstanding ensemble making strides on both the national and international scenes.

The Symphony is now entering an exciting new chapter with the announcement of Alexander Shelley as its next Artistic and Music Director. Shelley will assume the role beginning with the 2026-27 season, following St.Clair's remarkable 35-year tenure. Shelley's leadership promises to bring a dynamic vision of inclusivity and creativity, propelling the Symphony into a vibrant future.

In April 2018, Pacific Symphony made its debut at Carnegie Hall as one of two orchestras invited to perform during a yearlong celebration of composer Philip Glass' 80th birthday, and the following month, the orchestra toured China. The orchestra made its national PBS debut in June 2018 on *Great Performances* with Peter Boyer's *Ellis Island: The Dream of America*, conducted by St.Clair. Presenting more than 100 concerts and events a year and a rich array of education and community engagement programs, the Symphony reaches more than 300,000 residents—from school children to senior citizens.

The Symphony offers repertoire ranging from the great orchestral masterworks to music from today's most prominent composers. More than a decade ago, the Symphony launched the highly successful opera initiative, "Symphonic Voices," which continues in 2025 with Wagner's *Das Rheingold*. It also offers a popular Pops series, enhanced by state-of-the-art video and sound. In 2023, Enrico Lopez-Yañez succeeded Richard Kaufman as Principal Pops Conductor, bringing a fresh and vibrant approach to the series. Each Symphony season also includes Café Ludwig, a chamber music series in a café style ambience with artistic collaboration and direction by pianist Orli Shaham in collaboration with principal musicians of the orchestra; an educational Family Musical Mornings series; Sunday Matinéés, an orchestral matinée series offering rich explorations of selected works led by St.Clair; the newly added Candlelight Baroque series; and Symphony on the Go, a mobile stage initiative serving over 20 cities in Orange County each summer.

Founded in 1978 as a collaboration between California State University, Fullerton (CSUF), and North Orange County community leaders led by Marcy Arroues Mulville, the Symphony performed its first concerts at Fullerton's Plummer Auditorium as the Pacific Chamber Orchestra, under the baton of then-CSUF orchestra conductor Keith Clark. Two seasons later, the Symphony expanded its size and changed its name to Pacific Symphony Orchestra. In 2006, the Symphony moved into the Renée and Henry Segerstrom Concert Hall, with striking architecture by Cesar Pelli and acoustics by Russell Johnson. In 2008, the Symphony inaugurated the hall's critically acclaimed 4,322-pipe William J. Gillespie Concert Organ. The orchestra embarked on its first European tour in 2006, performing in nine cities across three countries.

Recordings commissioned and performed by the Symphony include William Bolcom's *Songs of Lorca* and *Prometheus* (2015-16), Richard Danielpour's *Toward a Season of Peace* and Philip Glass' *The Passion of Ramakrishna* (2013-14), Michael Daugherty's *Mount Rushmore* and *The Gospel According to Sister Aimee* (2012-13), and Elliot Goldenthal's *Symphony in G-sharp Minor* (2014-15). In 2023, the Symphony released a world-premiere recording of *Fiat Lux* by Sir James MacMillan and Dana Gioia, a large work for chorus, orchestra, organ, and soloists. The Symphony has also commissioned and recorded Danielpour's *An American Requiem* and Goldenthal's *Fire Water Paper: A Vietnam Oratorio* featuring Yo-Yo Ma, as well as collaborations with composers Lukas Foss and Toru Takemitsu. Other leading composers commissioned by the Symphony include Paul Chihara, Daniel Catán, James Newton Howard, William Kraft, Ana Lara, Tobias Picker, Christopher Theofanidis, Frank Ticheli, John Wineglass, and Chen Yi. Further demonstrating its commitment to

fostering new music, the Symphony appointed **Viet Cuong** as its Composer-in-Residence in 2022 and will be premiering a new work in 2025.

The Symphony's education and community engagement programs are among the most innovative in the country, offering a variety of impactful initiatives designed to serve diverse audiences, including:

- **Arts-X-press:** A middle school arts-immersion camp that nurtures creativity and self-expression through hands-on experiences in music, theater, visual arts, and dance.
- **Class Act:** An elementary school partnership program that integrates music education into the classroom, connecting students with Symphony musicians and fostering a lifelong appreciation for the arts.
- **Heartstrings:** A community engagement program providing free music lessons, instruments, and mentoring to under-resourced students.
- **Music and Wellness Concerts:** Performances designed to bring the therapeutic power of music to healthcare and senior living communities.
- **Access Concerts:** Free tickets to Symphony performances for thousands of individuals and families in underserved communities, ensuring everyone has the opportunity to experience live music.
- **Savanna Strings:** A targeted initiative providing string instrument instruction to students in underrepresented schools.
- **Building Communities Concerts:** Celebrations that highlight cultural traditions, such as the Lunar New Year, Nowruz, and the newly announced *Symphony Soul* concert debuting in 2025.
- **Lantern Festival:** An annual community event celebrating the Lunar New Year with music, dance, and cultural activities.

The Symphony also supports the development of young musicians through its **Youth Ensembles**, which include the Pacific Symphony Youth Orchestra, Youth Wind Ensemble, Santiago Strings, and Youth Concert Band. These ensembles have toured internationally and won prestigious competitions.

In both 2005 and 2010, the Symphony received the prestigious ASCAP Award for Adventurous Programming. In 2010, a League of American Orchestras study, *Fearless Journeys*, included the Symphony as one of the country's five most innovative orchestras. With its broad repertoire, innovative programming, and deep community connections, Pacific Symphony remains a vibrant and essential part of the cultural fabric of Southern California.

*Pacific Symphony values diversity in its workforce and is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law.*