

Customer Service Manager Job Description

Position: Customer Service Manager

The Hershey Symphony is an orchestra of accomplished musicians, voluntarily giving of their time and talents for the purpose of creating a cultural experience both for community / personal enrichment and enjoyment. The customer service manager role will provide customer service and support to all symphony operations.

Reports to: Executive Director

Job Responsibilities:

Maintain excellent communication with patrons and subscribers to support high customer satisfaction with all interactions related to the symphony.
Process ticket sales throughout the year for subscriptions and individual concerts
Respond to all phone calls, emails, inquires and requests
Maintain subscriber and patron reserved seating list
Maintain database of subscribers, patrons, current and past customers
Collect USPS mail
Process all bank deposits
Work closely with treasurer on financial transactions
Support Executive Director as needed
Work with volunteers at concerts, fund-raising activities and pre-season preparations

Qualifications (Preferred):

Bachelors degree
Excellent interpersonal, written and communications skills
Familiarity with spreadsheets
Ability to collect mail from PO Box and deposit checks
Ability to work collaboratively with colleagues in a team environment
Ability to work flexible and changing schedules, including evening and weekends and all scheduled concerts

Hours requirement:

Estimate an average of 5-10 hours per week, highly variable

Compensation: \$13,000 annually