



Subscription Sales Representative

Reports to: Subscription Sales Supervisor

Supervises: N/A

Works with: Patrons, Public

| | |
|-------------------------|----------------------------------|
| Department: | Symphony |
| Location: | Symphony |
| Exempt Status: | ___ Exempt / <u>X</u> Non-Exempt |
| Position Status: | ___ FT / ___ PT / <u>X</u> IC* |

**IC = Irregular or Casual; non-regularly scheduled staff*

GENERAL SUMMARY:

Subscription Sales Representatives call a targeted list of current and prospective subscribers to invite them to purchase season tickets for a Spokane Symphony series subscription package.

SPECIFIC ROLES AND RESPONSIBILITIES:

Customer Service & Sales

- Assist in subscription efforts to sell and accurately take subscription orders
- Provide sales support via phone; promote positive patron relations
- Be a source of accurate information on all Spokane Symphony subscription concerts
- Have a thorough knowledge of theater's physical seat locations to better assist patrons with seating
- Ensure accurate recording of orders and requests
- Solve problems for patrons to result in subscription sales
- Contribute a positive and professional impression in language and demeanor

Administrative

- Maintain an organized shared workspace
- Maintain a high level of confidentiality at all times

Additional duties as assigned

REQUIREMENTS:

- Ability to maintain accurate records
- Proven record of responsibility, particularly when working with confidential information
- Ability to interact effectively via phone; listen, resolve conflicts, and adapt to changing circumstances

PREFERRED QUALIFICATIONS:

- 1 year of experience in retail sales, customer service, telemarketing/telefunding, or other related field
- Knowledge of classical music and other performing arts genres
- Experience in nonprofit organizations



ADDITIONAL FACTORS FOR SUCCESS:

- Professional interests that align strongly with the SSO's vision and values
- Outstanding verbal communication skills; ability to speak about the SSO and Fox in an articulate, compelling, and professional manner
- Desire and demonstrated ability to identify and address personal knowledge gaps; to learn on the job; and to cultivate sources of knowledge, expertise, and skill
- Ability and willingness to work in a very fast-paced environment and with extremely high productivity demands
- Self-Starter, Problem Solver and "Can-Do" attitude
- Ability to maintain a positive attitude
- Must make decisions consistent with organizational policies and goals

WORK ENVIRONMENT AND PHYSICAL DEMANDS (carried out with or without reasonable accommodation):

- Duties are primarily carried out in an office setting with direct public interaction via phone
- Light work; Frequent sitting or standing for long periods of time
- Close visual acuity is required for performing activities such as writing and maintaining records
- Position requires evening hours
- Training will be provided by seasoned Subscription Sales staff

COMPENSATION:

\$11.50/hour + commission and bonus opportunities

TO APPLY:

Submit a resume and cover letter to jobs@spokanesymphony.org. Position is open until filled, but priority will be given to applications received by Friday, June 7.

Spokane Symphony/Martin Woldson Theater at The Fox provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.