

Patron Services Manager

Summary

The Patron Services Manager is a key customer-facing role, delivering outstanding service to existing and potential patrons and donors throughout their ticketing journey. The position engages with internal and external stakeholders, ticket buyers, donors and board members — demonstrating a strong commitment to cultivating a deeper connection between audience members and the Opera. Reporting to the Director of Marketing and Communications, the role oversees the ticket office, manages the Tessitura CRM ticketing system, and collaborates with the Philanthropy and Finance teams on reporting and reconciliation. It is an in-office position that works with an in-office Patron Services staff. This is a full-time, salaried, exempt position with a full benefits package. Salary range: \$73,000 – \$78,000. Applications from candidates of all backgrounds are welcome.

Core Responsibilities

In-Office

- Weekday schedule is in-office, Monday through Friday.
- Answer patron calls, take and fulfill orders, and provide high quality and timely customer service.
- Create and build all events in the Tessitura CRM system. This includes individual performances, subscription packages, venue maps, and seating charts. Ensure pricing is accurate throughout the system, including seat allocations, price levels, and discount offers.
- Assign seats to subscribers, coordinate rollover and invoicing at the start of the subscription campaign, and coordinate mailing of season tickets at the beginning of each season.
- Manage special offers and promotional discounts.
- Reconcile all box office sales following each performance.
- Respond to patron complaints with a high level of emotional intelligence and empathy.
- Train Opera staff as needed on the Tessitura system.
- Serve as Tessitura Administrator for San Diego Opera, including managing the upkeep of integrated technologies like Wordfly, Tessitura Network Express Web (TNEW), and JCA's Revenue Management Application (RMA).
- Liaise with Tessitura staff and outside consultants to see that all contracted project work is completed and San Diego Opera's CRM needs are met for each project.

At Performances

- Collaborate with Marketing Operations Director to ensure constant staffing at performance and event venues.
- Liaise with venue box office staff, and give direction to San Diego Opera staff working at performance site.

Qualifications and Traits

- 2+ years experience in a ticketing/box office/customer service environment.
- Experience with CRM technology; knowledge of Tessitura systems strongly preferred.
- Proficiency in Microsoft Office with an emphasis on Excel.
- Exceptional attention to detail, keeping the company's work consistent and free of errors.
- Ability to gracefully handle multiple priorities in stressful situations and a fast-paced environment.
- Ability to handle conflict and demonstrate patience with difficult customers and demanding situations.
- Strong mathematical skills, including the ability to compute ratio, percent, and rate.
- Effective communication and speaking skills to foster outstanding customer service and represent San Diego Opera to customers and guests.
- Ability to be diplomatic and thoughtful when dealing with the competing goals and needs of diverse personalities in multiple departments across the organization.
- Ability to set an example of excellent service, both internally and externally, to Patron Services staff.

Other Requirements

- Weekend and evening work is frequently required at performances and events.
- Must have reliable transportation.
- Ability to lift up to 40lbs.
- Knowledge and love of opera is a plus. Desire to learn more about opera is a must.

Benefits

- Full time salaried exempt position
- Health, Dental and Vision benefits
- 401k Retirement Plan
- Paid holidays
- Paid time off for vacation and sick days

About San Diego Opera

Founded in 1965, San Diego Opera has delivered exceptional performances and inspiring educational programs to a wide audience in San Diego for 60 seasons, with a strong focus on community partnerships and the transformative and expressive power of the human voice. With a commitment to innovative storytelling, lifelong learning and engagement, and an awareness of great music's power to bring audiences together, San Diego Opera provides a lasting cultural service to its community. To learn more, please visit www.sdopera.org or follow @sandiegoopera on [Instagram](#), [Facebook](#) and [YouTube](#).

To Apply:

Please email a cover letter and resume to Ed Hofmeister, Director of Marketing and Communications at ed.hofmeister@sdopera.org, with the words "Patron Services Manager" in the subject line. No calls please.