



## **Patron Services Assistant**

### Subscription Service and Ticketing

- Serve as the first point of contact for all renewing and new subscribers to 2019-20 Carnegie Hall season, providing exceptional customer service by phone and email
- Process all subscription renewals and acquisitions in Spectrix CRM system
- Liaise with Spektrix CRM for IT support regarding ticketing
- Coordinate lists of renewals, lapsed, and acquisition.
- Liaise with Audience 360 list database and mailhouse and coordinate all aspects of subscription mailings
- Work closely with Digital Marketing & Communications Associate regarding subscription emails and digital advertising/communications
- Maintain patron records and
- Assist with other tasks related to ticketing and marketing as assigned

This is a temporary position requiring hours M-F 9:30am-5:30pm through early April. Hourly rate is \$19/hour.

Orpheus is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Please submit a resume and cover letter to [info@orpheusnyc.org](mailto:info@orpheusnyc.org) with Patron Services Assistant in the subject line. No phone calls please.