

Anchorage Concert Association (ACA)
Position Description

Position: **Customer Service Manager**

Responsible to: Executive Director

Status: Non-exempt

Updated: November 2018

Approved by:

Date of Approval:

Work Schedule: Generally 30-40 hours per week working 9 AM – 5 PM, with occasional nights and weekends.

Position Summary: This position manages the processes necessary to deliver the highest level of customer service to ACA's donors, subscribers, single ticket buyers, and other groups who have regular contact with ACA. The position coordinates and manages communications, ticketing, donor acknowledgement, and other areas where customers interface with the ACA office.

The following is intended to be representative of the work performed by incumbents in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

General Duties:

- Supports ACA's mission to inspire and enhance our community through the performing arts and its core values of striving for excellence, innovation and creativity, exercising stewardship, and connecting with community.
- Works cooperatively and collaboratively with peers, board, volunteers, and other partners.
- Support the entire Anchorage Concert Association team in the presenting of performing arts events as needed.

Responsibilities:

- Manages and responds to incoming customer communication including emails, letters, and other compliments and complaints from the public.
- With support of the Marketing Team, prepares and manages pre-concert and post-concert communications including emails, surveys, and other communications.
- Serves as primary contact with ACA subscribers and patrons.
- Resolves patron ticket problems.
- Manages the creation and delivery of invitations and lists for non-ticketed events including house concerts, secret shows, and other events.
- Monitors seating inventories for all shows and reports sales numbers as required
- Monitors and manages subscription campaign renewal rates and reports to marketing team so subscription messaging can be adjusted
- Builds shows as needed in ACA systems and coordinates show builds with the box office.
- Acts as main interface with CenterTix Box Office
- Manages social service ticketing
- Manages donor recognition including donor thank you letters

- Working closely with the Marketing Director and the Community Engagement Director, coordinates the various aspects of the Subscription Campaign, including development of solicitation letters, order forms, etc.
- Coordinates reminder phone calls to subscribers prior to subscription deadline
- Acts as main point of contact for all customer communications that come from the performing arts center.
- Coordinates and fulfills all donation requests
- Monitors all complimentary ticket requests for staff and external use
- Coordinates seating for dress rehearsal events
- Coordinates group sales activity
- Updates and maintains ACA's CRM system
- Assists other staff as may be necessary from time to time
- Trains all ACA employees and volunteers who assist in the ticketing process
- Other duties as assigned

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- Bachelor's degree in hospitality, communications, public relations, marketing, accounting or related field and/or a minimum of two years' experience working in ticketing, reservations, or other customer service field.
- Detail oriented and good with numbers
- Excellent organizational, management, and interpersonal skills
- Comfortable in a fast paced environment
- Ability to manage multiple projects under tight deadlines.
- Ability to work weekends and evening.
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Desired Qualifications

- Familiarity with the performing arts
- 2 years customer service experience
- Proficiency in Microsoft Excel
- Experience with customer relations software
- Database management
- Ticketing software
- Proficiency with social media platforms
- Accounting experience

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is regularly required to use hands to finger, handle or feel
- Reach with hands or arms
- Talk and hear
- Employee frequently required to walk at least 3 blocks
- Occasionally required to stoop, kneel, crouch, or crawl
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment can be moderate to loud.