



GUEST SERVICES MANAGER

The Dallas Symphony has a rare and exciting opportunity for a ticketing and customer service professional as our Guest Services Manager (GSM). The GSM oversees ticket operations and box office management for all DSO and third party performances at Morton H. Meyerson Symphony Center. Additionally, the GSM oversees day-to-day guest services inquiries ensuring that all patrons and internal/external stakeholders receive the same level of exceptional customer service. Charged with creating and maintaining an exceptional front line experience for patrons, donors, VIPs, and students who are interested in purchasing tickets, the GSM is the shining example of what “customer service” means in our organization.

Relating to Guest Service Center (GSC) operations, The GSM will monitor the ticketing system and maintain the box office phone system; manage box office for all DSO Concerts and third party events occurring at the Meyerson, plus occasional DSO on the Go performances; supervise the accurate and efficient processing of phone, counter, and mail transactions; document, report, and follow-up on any issues affecting patron service; develop and maintain documentation and training material on ticketing policies and procedures; reconciles daily sales for GSC staff; open and close the Guest Services Center; make decisions that affect staff, patrons and the department without specific direction; attend performances regularly; and be available to work any schedule necessary to support concerts and customer service.

The GSM is also charged with GSC staff management: recruiting, hiring, training, scheduling and supervising full and part-time guest services ticketing staff; ensuring staff adherence to ticketing policies and procedures; monitoring staff performance to ensure highest levels of accuracy for transactions and patron data; and creating a positive work environment for team.

In public-facing interactions, the GSM will provide excellent customer service experiences to our patrons, by ensuring staff is promptly responding to customer inquiries and requests, and training all box office personnel in customer service standards. The GSM will also rapidly respond to critical issues, resolve escalated calls, and handle advanced customer service or ticketing issues as needed.

The ideal candidate will, be flexible and nimble, act with diplomacy and respect when dealing with difficult situations, provide clear and effective communication to all constituencies; excel at time management and prioritization, build strong relationships with patrons and staff throughout the organization, problem-solve with a solutions-oriented mindset, deliver and receive constructive feedback, and possess the ability to keep your team motivated and at the top of their game.

The qualified candidate will have an Associate’s degree in a related field and at least four years of customer service management, and an in-depth knowledge of Tessitura. This position requires availability on weekends and evenings.

The Dallas Symphony provides excellent benefits, free parking and tickets when available. Please submit resume with salary requirements to recruiter@dalsym.com.

COVID vaccination is mandated for all DSO employees. Valid exemptions are given in accordance with the law.

The Dallas Symphony Orchestra is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. The Dallas Symphony Orchestra is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. EOE- Equal Opportunity Employer