Founded in 1842, the New York Philharmonic is the oldest symphony orchestra in the United States, and one of the oldest in the world. Each season the Philharmonic connects with up to 50 million music lovers through live concerts in New York City and on its worldwide tours and residencies. David Geffen Hall, the home of the Philharmonic, is currently under renovation and the orchestra is performing in several different venues this season. The new hall will re-open to the public in the fall of 2022 with state-of-the-art acoustics and more inviting spaces.

The New York Philharmonic seeks a **Part-time Customer Relations Representative** for a to provide courteous and informative service to the Philharmonic audience and to process various types of information in a timely and accurate manner. This position is mostly performed in a remote capacity but does require some in office days. Applicant must be able to commute to the NYC offices on occasion.

**Responsibilities:**
- Answer phones. Facilitate inbound orders for subscribers and general public: sell subscriptions, single and discounted tickets, and process exchanges.
- Provide online assistance to customers via live chat function on nyphil.org.
- Process orders. Handle money/balance sales transactions at end of day.
- Perform data entry and general clerical work.
- Miscellaneous duties as assigned.

**Requirements:**
Our call center is open seven days a week and we are seeking candidates who can work 20-25 total hours per week, with shifts of 4-8 hours per day between the hours of 10:00 AM – 9:00 PM. Shifts are primarily Monday, Friday, Saturday and Sunday, and the schedule will vary from week to week.

Previous customer service experience; excellent communications and interpersonal skills; ability to work independently and handle stressful situations professionally; Microsoft office (Word, Excel) and math skills. Knowledge of computerized ticketing (Tessitura), call center operations, or box office experience a plus. An enthusiasm for classical music is preferred.

Laptop and headset will be provided by the Philharmonic. Applicant will need to have their own reliable internet connection and quiet workplace.

Please submit a resume and a cover letter along with your salary expectations to resumes@nyphil.org. No phone calls, please. Although we appreciate your interest, we will only contact applicants we are considering for interview.