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 full-time Customer Relations Supervisor to oversee our team of Customer Relations Representatives, manage various departmental projects, and provide in-person, customer facing support at concerts.

Responsibilities include:

- Assist in the hiring and training of Customer Relations (CR) Representatives, both part-time and full-time.
- Manage team of CR Representatives to ensure highest possible standards of customer service are being met. Delegate, prioritize, and supervise the completion of simultaneous projects.
- Monitor and review rep performance and provide regular feedback.
- Construct the monthly and weekly schedule for the CR staff including scheduling for concert duty.
- Process inbound subscription, exchange, and ticket orders over the phone. Seat subscriptions, run reports, and assist with inventory management in Tessitura.
- Co-monitor and manage inbound email correspondence with public.
- Provide customer facing front-of-house and box office support at concerts.
- Respond to and resolve customer complaints and issues with appropriate recourse.
- Monitor calls for quality assurance. Maintain call records and service metrics in RingCentral.
- A commitment to valuing diversity and contributing to an inclusive working environment is required.
- Miscellaneous duties as assigned.

Requirements:
The candidate will have a minimum of two years’ experience working within a call center or customer service department, outstanding customer service and communications skills,
working knowledge of Microsoft Office (Excel, Word, and Outlook) and ability to multi-task while remaining focused on quality. Our call center is a 7 day-a-week operation and the schedule changes monthly; the ability to work nights, weekends, and holidays on a rotating basis is essential. The candidate will be a good listener who can analyze information and resolve problems and conflicts quickly and professionally. Knowledge of Tessitura is strongly preferred.

The New York Philharmonic offers a competitive salary and comprehensive benefits package to our full-time employees including:

- Medical, Dental, and Vision coverage
- Employer contributions to the 403(b) plan after one year of employment
- Employer paid Life and Disability insurance
- 12 Holidays
- Up to 20 Vacation days in 3rd calendar year of employment

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.

*The New York Philharmonic is an Equal Opportunity Employer and does not discriminate on the basis of age, immigration or citizenship status, color, disability, ethnicity, gender, gender identity, marital and partnership status, national origin, race, religion, sexual orientation, veteran or active military service member or any other characteristic protected by federal, state or local laws in its employment policies.*