

The New York Philharmonic seeks a **Director, Customer Relations & Experience** to deliver world class service and experiences to attract, delight, and retain customers. As an advocate for audiences, this role is critical to delivering memorable moments and building lasting relationships between the Philharmonic and its customers.

Responsibilities include but not limited to:

- Ensures exemplary customer service by communicating goals and directing efforts of customer relations staff. Coaches, mentors and provides guidance to team in troubleshooting and resolving customer service issues; acts as final arbiter for escalated issues.
- Sets policies and procedures for customer retention and development.
- Manages seven-day a week operation that requires response after hours, on weekends, and some holidays with concerts, such as Memorial Day and New Year's Eve.
- Interfaces with Philharmonic IT, Digital, and Marketing Departments to ensure accurate database for ticket services, digital platforms, and marketing efforts.
- Works with Lincoln Center and NYP functions to deliver excellence across all aspects of guest experience, including front-of-house activities, box office.
- Conducts "Guest Service" training and oversees New York Philharmonic's Customer Experience Initiatives.
- Coordinates communications between front-of-house, box office and production staff.
- Manages relationship with outside vendor and works closely with manager to achieve sales goals for telemarketing campaigns. Coordinates lead matrix with tele-funding campaigns.
- Works with Marketing on pricing and packaging proposals to ensure utilization of inventory and maximize income.
- Assists in scheduling and planning subscription series and non-subscription events in David Geffen Hall.
- Develops and manages departmental budgets for Customer Relations, Customer Experience and Telemarketing.
- Miscellaneous duties as required.

The ideal candidate will have a Bachelor's degree with minimum ten years of experience in customer service and sales; extensive knowledge of Tessitura and proficiency with MS Office; outstanding customer service skills with exceptional managerial, and oral and written communications skills. Experience with call center platform migrations a plus.

Experience successfully managing a team of at least five or more; knowledge and enthusiasm for classical music, previous experience with arts or culture-related institution are preferred.

Please submit a resume and a cover letter along with your salary expectations to resumes@nyphil.org.