



Job Title: Receptionist & Office Coordinator
Department: Box Office & Administration
Reports to: Manager of Ticketing Services & CFO
FLSA status: (exempt or nonexempt) NonExempt
Date prepared: 9/23/25

Summary

The Receptionist & Office Coordinator plays a key role in creating a welcoming and professional environment at the Kansas City Symphony. This front-facing position combines customer service, administrative support, box office assistance, and facilities coordination. The ideal candidate is friendly, detail-oriented, and highly organized, with a commitment to delivering excellent service to patrons, staff, and visitors.

Essential Duties and Responsibilities include the following:

- Provide exemplary customer service to all patrons, both over the telephone and in person
- Maintain highest level of product knowledge and enthusiasm
- Act as Symphony representative at the Shirley Bush Helzberg Symphony House
- Maintain an organized & professional reception desk

Box Office Duties:

- Achieve sales/solicitations/data management success
- Maximize patron participation by offering additional opportunities
- Support data management policies
- Answer incoming phone calls and accurately process orders using Tessitura ticketing software
- Facilitate ticket purchases in person at the Symphony offices
- Fulfillment of tickets purchased, along with the mailing of any other collateral materials, as instructed
- Initiate outgoing telephone sales calls
- Assist marketing department by communicating customer feedback
- Process online submissions (student season passes, complimentary offers, etc)
- Help patrons exchange tickets, and solve simple customer service issues

Administrative & Facilities Duties:

- Provide clerical support to other departments

- Greet all building guests and direct them to the proper location or assist with their needs
- Be the point of telephone contact when someone desires to speak with the operator when calling in (instead of using the staff directory)
- Knowledge of daily events & appointments in the building including maintaining the the online room calendars.
- Point of contact for the shared copier/printer maintenance – (order toner, put in service requests, track service tickets)
- Point of contact for general building maintenance requests (initiate & monitor maintenance tickets)
- Oversee general office supplies and break room supplies, including purchasing and budget tracking
- Oversee & manage breakroom equipment & dishes, including daily preparation of coffee
- Daily processing of both incoming and outgoing mail
- Receipt of packages delivered to Symphony House and distribution to appropriate personnel
- Preparation of daily check report
- Opening & closing of outside gates at open & close of business
- Other duties as assigned or requested by the KCS management team

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Diplomacy and pleasant manner essential.
- Exceptional organizational abilities and acute attention to details and deadlines.
- Ability to work efficiently and effectively under pressure managing multiple priorities.
- Public manner which enhances the perception of the KCS as a well-run and professional organization.
- Team player with a high degree of personal initiative and drive.
- Tactful, discreet, calm under pressure.

Education and Experience:

- Bachelor's Degree preferred
- 1-2 years sales and/or customer service experience
- Classical music interest or willingness to learn
- Microsoft Office – Excel and Word
- Ticketing or CRM software knowledge (or ability to learn quickly)
- Basic math skills

Language Skills:

- Superior verbal and written communication skills
- Excellent grammar

- Friendly and helpful personality, pleasing telephone manners

Physical Demands

- Sitting at the computer for several hours at a time
- Using a telephone and/or head set
- Carrying boxes of supplies to various areas

Work Environment

- Position is located in an office.
- It is sometimes necessary to attend meetings at the Kauffman Center for the Performing Arts or other off-site locations.
- Must be able to work varied hours – primarily days, with evenings and weekends as needed occasionally for special events. Example: Memorial Day weekend concert

The Kansas City Symphony is an Equal Opportunity Employer. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, or veteran status.

Application Process

Interested candidates should submit a resume to Stephen Borodkin, Manager of Ticketing Services, at sborodkin@kcsymphony.org.