



PITTSBURGH SYMPHONY ORCHESTRA

Merchandise Seller (Part Time)

Reports to: Manager of Retail and Special Projects

Supervises: None

Status: Non-Exempt, Part Time

Job Purpose

The purpose of this position is to provide exceptional customer service while selling merchandise at all concerts performed at Heinz Hall.

Essential Duties and Responsibilities

- Handling cash and credit card transactions
- Counting in and out of merchandise and cash
- Providing exceptional customer service to our patrons
- Understanding of the products that are on sale
- Ability to answer questions from patrons about our products as well as the concert itself

Required Education, Experience and Abilities:

- Highschool Diploma or GED
- Previous retail experience preferred
- Experience working directly with the public
- Outstanding customer services skills
- Knowledge of classical music preferred
- Ability to handle the stress of high customer demand in a hospitality environment
- Ability to work independently and/or with others as needed
- Ability to maintain composure and perform well under pressure
- Ability and willingness to work irregular hours, including evenings and/or weekends

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Pittsburgh Symphony recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.

Direct resumes to: mryan@pittsburghsymphony.org

Night & Weekend Availability is a Must