

SEATTLE OPERA.

JOB TITLE: DIRECT SALES SUPERVISOR

DEPARTMENT: MARKETING AND COMMUNICATIONS / DEVELOPMENT

SCOPE:

The Direct Sales Supervisor will work to achieve earned and unearned goals of both the subscription and development departments and will work closely with the Direct Sales Manager to evaluate the effectiveness of the telemarketing/telefunding efforts. The person in this position is responsible for collecting and collating data to help track daily sales and record-keeping activities necessary for the Direct Sales operations. Supervisor will work closely with Direct Sales Manager in training and communications with company's account representatives. Supervisor will assist callers in Mon-Thurs night shifts in achieving weekly and global goals and promoting accuracy, enthusiasm, and integrity. Supervisor will also be positioned to serve as an outbound sales agent as required – at least one (Friday) shift each week.

PRINCIPAL ACCOUNTABILITIES:

- Support Direct Sales Manager by processing subscription orders, contributions and long-term pledges in the Tessitura database system
- Use Tessitura to maintain accurate, up-to-date information on Seattle Opera patrons
- Use MS Word, Excel and Access to organize data on the output of the phone room, and create spreadsheets and reports for use by management.
- Assists Manager with lead distribution.
- Interacts with Audience Services and Development staff regarding patron and database issues as needed when they arise.
- Clerical work as needed to support sales operation and Direct Sales Manager.
- Assists with answering questions from sales staff as well as sleuthing problems, maintaining a high level of staff morale.

DESIRED ATTRIBUTES:

- Good communication both written and verbal including interpersonal skills
- Ability to move between multiple tasks in a single workday
- Experience with Microsoft Office Suite
- Experience managing data to create reports Excel including formulas
- Close attention to detail and accuracy in data management
- Background with Ticketing system required; Tessitura database system preferred
- Take initiative to help where needed

INTERNAL & EXTERNAL RELATIONSHIPS:

- As directed by the Manager, supervises sales staff ranging from 8-21 temporary employees.
- Internal contact with all resources of Marketing and Development Group, with special attention to Audience Services Manager and Development Operations Manager.

SUPERVISION RECEIVED:

- Reports to Direct Sales Manager with secondary supervision from Director of Marketing and Communications

MINIMUM REQUIREMENTS:

- Three years telemarketing experience required.
- Proven track record for successful telemarketing sales.
- Experience with reporting in a sales setting preferred.

SPECIAL REQUIREMENTS:

- Hours will be part-time, 25-28 hours per week.
- Must be able to work evenings Monday through Thursday, daytime on Fridays, and an occasional weekend shift as scheduled.
- Ability to lift 10 lbs

COMPENSATION

Hourly pay rate, plus commissions for closed sales.

CONTACT

Qualified candidates are invited to submit a cover letter and resume to jobs@seattleopera.org with "Direct Sales Supervisor" in the subject line. No phone calls please. Seattle Opera is an Equal Opportunity Employer.