



## **Director of Subscriber Services Call Center Job Description**

The Director of Subscriber Services Call Center is responsible for the strategic execution of the regional Nederlander season ticket office call center, servicing the subscriber bases for five Nederlander Broadway Musical series, including Broadway in Hollywood, Broadway/San Diego, Broadway in Tucson, Broadway San Jose, and OKC Broadway.

Core duties include management and leadership of process for the continuous improvement of the customer experience. Operational focus is on customer care, quality control, workforce planning, recruiting, coaching, and training. Performance metrics include call efficiency, low abandonment rate, staffing attendance and utilization, acceptable turnover, and financial performance.

The Director's success is measured by the organization's ability to provide high quality services-improving call performance, increased use of resources and adoption of new proven technologies, and achievement metrics. Presently all calls are of an inbound nature.

### **Primary Responsibilities**

- Provide strong, dynamic leadership that mentors, develops, and guides team members to efficiently leverage the value of every call for maximum customer service,
- Develop and administer annual department budget to attain business goals with operational stability,
- Deliver results against a defined scope of work that includes measurable ROI, strategic innovation, performance reporting, and human capital development,
- Develop, implement, and maintain effective internal and external Quality Assurance (QA) programs fostering continuous improvement and exceeding customer expectations,
- Develop and maintain effective organization of responsibility, including efficient recruiting, training, coaching, recognition, workflow patterns, performance standards, delineation of duties and responsibilities, staffing levels, and supervision,
- Develop, execute, and maintain department strategic plan with ability to monitor and deliver necessary changes as needed,
- Coordinate analytic, strategic, and technical resources to meet client expectations and ensure satisfaction,

- Manage and expand client, coworker, and vendor relationships,
- Ensure compliance with regulatory agency guidelines and standards.
- As our business evolves, so may this role. These duties may change as Nederlander leadership identifies the need at any time.

### **Knowledge, Skills, & Experience Requirements**

- Bachelor of Science degree or higher preferred,
- Minimum 5 years of Call Center/Contact Center management experience,
- Proven experience managing metrics, ensuring customer satisfaction, and reporting statistical performance levels related to Call Center,
- Effective leadership and analytical skills including working knowledge of financial statement analysis, staffing models, scheduling, and telecom opportunities,
- Exceptional ability to develop and manage results-oriented recruiting and training programs,
- Strong mentoring and relationship building skills with ability to effectively manage group and interpersonal conflict situations,
- Strong negotiation, interpersonal, written and oral communications skills – including statistical report writing,
- Computer Skills: Ticketmaster Archtics, Microsoft Outlook and Word with advanced Excel skills,
- Occasional travel to subscription market venues or industry conferences required.

### **Compensation Program**

- Competitive base salary commensurate with experience,
- Health coverage and 401k plan,
- Nederlander is an Equal Opportunity Employer.

Interested candidates should send a cover letter, resume and three references to [applyHP@HollywoodPantages.com](mailto:applyHP@HollywoodPantages.com). Please include *Director of Subscriber Services* in the subject line. No phone calls, please.