

MISSOULA SYMPHONY ASSOCIATION JOB DESCRIPTION

Job Title: Patron Services Coordinator/Office Assistant
Department: Administration
Reports To: Executive Director
FLSA Status: Part Time

SUMMARY

The Patron Services Coordinator/Office Assistant is the primary customer service representative for the Missoula Symphony Orchestra & Chorale. S/He is the administrator of the MSA's ticketing and Choice CRM system. The Patron Services Coordinator/Office Assistant plays an important role within the MSA – S/he works with the staff and board toward increasing attendance at concerts and events, building brand awareness and audience loyalty, and ultimately increasing philanthropic support.

The Patron Services Coordinator/Office Assistant is responsible for assisting the Executive Director, Board of Directors, Director of Operations and the Development Coordinator to deepen relationships with the Missoula Symphony Association's patrons, and for engaging the Missoula community and region with the MSA.

The Patron Services Coordinator/Office Assistant assists in the day to day implementation of office operations for the MSA and accomplishes other administrative responsibilities. This person serves as the Box Office Manager for concerts and other MSO productions, and assists the staff and board with special events. S/He supervises and trains volunteers. The Patron Services Coordinator/Office Assistant is expected to work night and weekend hours for concerts and occasionally is expected to work additional late and/or weekend hours for special events. The position is part time at 25 hours a week. There is some flexibility within the schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Patron Services

- Deliver and maintain the highest possible standard of customer service
- Address and follow-up all patron inquiries via phone, email and in person.
- Handle/supervise/track ALL ticket sales, including complimentary tickets.
- Ensure proper maintenance and updating of Choice Ticketing, including setting up concerts, events and new codes, and other databases.
- Understand database management, merging/purging data, payment processing and customer relations
- Manage accessible seating arrangements and details for all concerts and events.
- Maintain waiting list for season tickets and season ticket upgrades.
- Responsible for season subscriber renewals and new ticket sales, accomplishing telephone reminders and organizing volunteers when necessary.
- Responsible for ordering ticket stock in a timely manner
- Email reminders to ticket holders, orchestra, chorale, board, etc. when required.
- Work with Executive Director, Music Director, Board of Directors, Development Coordinator and other staff/interns to create and implement measurable strategic audience engagement and audience development plans.
- Work with Executive Director, Music Director and Development Coordinator along with other staff, to implement ticket promotions and offers.

Box Office

- Set up the box office the day before concert weekend or single concert events to include: computers, scanners, supplies, musician comp tickets, decorations (when required) and phone transfer.

- Maintain inventory of all box office supplies
- Arrange presentation bouquets for concert guest artists – coordinate pick-up with MSA staff.
- Open box office at Dennison Theatre during concert weekends. Saturdays at 4 p.m. and Sundays at 12:30.
- Supervise all box office processes such as exchanges, ticket donations and returns, will call
- Sell tickets and supervise the box office on concert weekends, monitor all operations and services.
- Recruit, train and supervise volunteer ushers and box office volunteers.
- Troubleshoot any problems with the Choice CRM system during concert weekends
- Break down box office and any other required clean-up, following each performance
- Prepare various sales reports following each concert for Executive Director, Director of Operations and board of directors

Office Administration

- Provide support to board committee chairs, Executive Director, Music Director and Chorale Director, Director of Operations, Development Coordinator and Music Librarian
- Display advanced knowledge of Microsoft Excel & Word and basic knowledge of QuickBooks
- Responsible for maintaining and ordering office supplies, letterhead/envelopes
- Accomplish bulk mailings with Development Coordinator and other staff; stay current on postal regulations.
- Maintain marketing, press and program archives
- Maintain office files for concerts, events, procedures, plans and promotions

Special Events

- Assist the Executive Director and Development Coordinator, board and other staff with MSA special events, including but not limited to:
 - Monitoring budgets for special events.
 - Book vendors as needed for special events, negotiating fees and in-kind donations
 - Set up, decorations, errands and other assistance as necessary
- Provide assistance to special event committee chairs when assigned
- Prepare mailings, mailing lists, and manage RSVPs
- Prepare seating arrangements and name tags when appropriate

SUPERVISORY RESPONSIBILITIES

Supervise box office and volunteers.

CONFIDENTIALITY

Maintain confidentiality of patron and donor records and MSA activities.

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.

EDUCATION and/or EXPERIENCE

- Bachelor's Degree (B.A.) plus two years related experience and/or training; or equivalent combination of education and experience.
- Strong planning and project management skills with attention to detail.
- Excellent organizational and time management skills.
- Ability to work toward goals within deadlines

- Must work well under pressure
- Must be a team player as the MSA has a small staff.
- Excellent written and verbal communication skills, with the ability to effectively speak to board members, patrons and donors of all demographics.
- Demonstrate proficiency in word processing and data based computer programs with the ability and desire to learn new programs.
- Previous non-profit experience a plus, but not required.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from board members, ticket holders, volunteers, clients, customers and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, and percentages. Ability to make accurate deposits and balance accounts.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Montana Driver's License

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outside weather conditions and risk of electrical shock. The noise level in the work environment is usually quiet.

COMPENSATION

\$14/hour plus benefits

TO APPLY

Resume and three professional references

Please send to:

Jo May Salonen, Executive Director, Missoula Symphony Association

jomay@missoulasympphony.org

NO PHONE CALLS PLEASE!

Posting closes 5/20/2019