



Patron Services, Box Office, and Database Administrator

Summary Overview

The Wichita Symphony has an immediate opening and seeks a qualified individual to serve as the Patron Services, Box Office, and Database Administrator. The position reports to the Chief Executive Officer, but will be part of a collegial and collaborative team in a small, high-spirited office. The position requires a flexible and adaptable individual with an inquisitive mind and willingness to learn, and who has excellent interpersonal and customer service skills.

Working in a creative environment, s/he will often be the first staff person the public, board members, and volunteers will interact with. S/he will support in-house Box Office operations for single ticket and subscription sales. S/he will be responsible for maintaining relationships, answering questions, supporting projects of marketing, development, special events, and education staff. S/he will also provide logistical support and organization for meetings. S/he will be expected to develop expertise with the Patron Manager database, which involves data entry, maintenance, and running reports. In short, this position is ideally suited for one who wishes to experience and learn the broad spectrum of orchestra management.

Specific Duties

Duties and tasks will include, but not be limited to the following:

Patron Services and Box Office

- Manage the Symphony Box Office located within the Symphony's office in Century II.
- Be responsible for setting up and striking the Box Office at the Concert Hall entrance before/after all performances. This involves moving and setting up laptops and ticket printers.
- Be primary staff member responsible for servicing season tickets, ticket exchanges, complimentary tickets, and single ticket sales within Symphony Office.
- Identify and troubleshoot customer service issues to provide a fast and positive resolution for the customer.
- Provide information and transact sales for all Wichita Symphony events.
- Upsell appropriate services and events.
- Interact with Century II's WichitaTix, which provides additional support for all ticketed concerts the day of the performances in the Box Office. Oversee walk-up sales and will call.
- Collect patron feedback through surveys and conversation. Distribute feedback in reports to staff and Board.

- Work with Marketing Manager and CEO to monitor advance sales.

Database Management

- Maintain the integrity of the Symphony's Patron Manager database, including accurate and consistent input of data, customer information, and donations.
- Monitor patron engagement levels. Research and work with Marketing and Development colleagues to create and implement strategies for deepening patron engagement.
- Generate donation acknowledgement letters.
- Assist with and support the preparation of mailing lists and materials for patron renewals, new acquisitions, special events, and fundraising efforts. Assist with Annual Fund Campaign.
- Prepare donor list reports for Symphony Program Book, and other reports as needed from Patron Manager.
- Maintain database of membership and dues paid for Women's Association of the Wichita Symphony (WAWS).

Administrative Support for the Board of Directors

- Manage calendar of Board and committee meetings, email agendas and reports prior to meetings, reserve rooms and lunches, set-up prior to meetings and provide meeting materials.
- Attend meetings of the Board. Take, prepare and distribute minutes.
- Maintain Board rosters and mailing lists.
- Support other Board activities such as receptions, the Savor the Symphony fundraiser and other Special Events.

General Office Duties

- Answer Phones.
- Open mail and log accounts receivable.
- Maintain inventory of office collateral (stationary, envelopes, ticket stock, etc.), and re-order when necessary.

Other Duties as assigned by CEO

Office Hours

Normal Symphony office hours are 8:30am until 5pm, Monday through Friday, with an hour off for lunch. Position requires working nights and weekends during concert performances and at patron development events. On weeks when concert duty is required in evenings and/or on weekends, office hours may be adjusted to allow for flex time that maintains a 40-hour work week.

Qualifications

- 2 – 3 years of experience in an office setting is preferred; or comparable background.
- Computer proficiency in Microsoft Office essential, but especially with Excel and Word.

- Familiarity with and/or a willingness to learn a Customer Relationship Management (CRM) database. The Symphony utilizes Patron Manager, a product of Patron Technology that uses a Salesforce platform for our ticketing and donor/patron database.
- Able to multitask, solve problems, and meet deadlines.
- Excellent communication skills, including ability to write well and proofread.
- Must have an upbeat, enthusiastic, and engaging personality with a sense of humor and an inquisitive mind. Must be a team player within a small, goal-oriented office setting.
- A love for and knowledge of classical music would be considered a strong asset and important to achieving personal satisfaction in this position.
- A college degree is preferred.

Compensation and Benefits

Salary commensurate with experience, but within the Symphony's capacity of high 20's-low 30's. Benefits include paid vacation of two weeks after first year; Employee Group Medical Plan (Blue Cross Blue Shield of Kansas), with spouse and dependent coverage available at employee expense; company paid parking in the basement of Century II; reimbursement of mileage for Society related business at applicable rate; six days annual sick leave accruable up to a maximum of 30 days.

To Apply:

Send resume, cover letter citing qualifications and interest in the position, salary history, and three references to:

Don Reinhold
 Chief Executive Officer
 Wichita Symphony Orchestra
 Century II Concert Hall
 225 West Douglas, Suite 207
 Wichita, KS 67202

Electronic submissions are encouraged to: dreinhold@wso.org. Please put your "last name _ Patron Services" in e-mail subject line.

Timeline: Time is of the essence. Position open until filled.

The Wichita Symphony is an equal opportunity employer.

For more information about the Wichita Symphony, visit our website at www.wichitasymphony.org.