



Assistant Manager for Patron Services

Summary Overview

Department	Patron Services (Box Office, Marketing & Development)
Reports to	Patron Services & Analytics Manager
FLSA	Exempt
Salary Range	Mid-30's, dependent on experience. Benefits package includes Employee Group Medical Plan with Health & Dental with dependent coverage available at employee expense, vacation and sick leave, company paid parking, and reimbursement of mileage for Society related business at applicable rate.

The Wichita Symphony has an immediate opening and seeks a qualified individual to serve as Assistant Manager for Patron Services. The position will be part of a collegial and collaborative team in a small, high-spirited office that focuses on patron engagement leading to a positive return for marketing and development strategies. The position requires a flexible and adaptable individual with excellent interpersonal and customer service skills who possesses a curious mind and willingness to learn.

Working in a creative environment, the Assistant Manager for Patron Services will often be the first point of contact for the public, board members, and volunteers. Thus, they must professionally present themselves before the public with strong telephone skills, in-person appearance, and appropriate written communications.

They will support in-house Box Office operations for single ticket, subscription, and membership sales. They will be responsible for maintaining relationships and answering questions. They will support marketing, development, special events, and education projects, as well as volunteer committees. They will develop expertise with the Patron Manager database, which involves data entry, maintenance, and creating reports.

Specific Duties & Responsibilities

Ticket Sales

- Service season, single ticket, and membership sales and ticket exchanges within the Symphony Box Office via both phone, web sales, and in-person.
- Identify and troubleshoot customer service issues to provide a fast and favorable resolution.
- Provide information and transact sales for all Wichita Symphony events.
- Upsell appropriate services and events.

Database Management & Patron Communications

- Help maintain the integrity of the Symphony's Patron Manager CRM Database, including accurate and consistent input of data and customer information.
- Work with the Patron Analytics & Marketing Managers in the season ticket renewal/sales process, including collaborating on messaging for patron segments and all aspects of renewals and acquisitions.
- Assist with and support the preparation of mailing lists and materials for special events and fundraising efforts. Assist with Annual Fund Campaign.

Volunteer Management

- Assist with the management of Board meetings and committees, including set-up, tear-down, and minutes.
- Be a liaison to assigned volunteer and Board committees.
- Recruit and manage volunteers, including ushers.

Event Management

- Assist in 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.
- Support intermission activities for patrons in the Century II Founders' Room as needed.
- Be knowledgeable in ADA best practices and collaborate with venue management to serve patrons with mobility or ADA challenges.
- Proactively maintain necessary supplies of ticket scanners, ticket stock
- Develop & manage concert signage in collaboration with the Patron Services Team.
- Coordinate the implementation of any health & safety protocols, including vaccine & test checks in effect at Wichita Symphony concerts.
- Collaborate with Venue staff (e.g., Century II, Botanica, and others) to provide excellent service to patrons.

Other Duties as assigned, including cross-departmental staff support.

Office Hours

They will maintain office hours in accordance with the WSO personnel policies. Flexible and highly variable on a seasonal and workload basis. Occasional evening and weekend work required. Wage-hour exempt.

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.
- Must be punctual, self-motivated, organized and detail-oriented.
- Must commit to providing the highest level of customer service.
- Must be physically able to lift items, handle boxes and equipment of reasonable size and weight. Event duties frequently require moving quickly between locations within the event venue, and occasionally between multiple venues/offices.

- Must have a valid driver’s license.
- Must be authorized to work in the United States.
- Possess excellent interpersonal and communication skills, including writing well and proofreading.
- Must have an upbeat, enthusiastic, and engaging personality with a sense of humor and a curious 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.

TO APPLY:

Please use the link below to access the application on Cognito Forms. Be prepared to upload a cover letter stating your qualifications for the position, a resume clearly stating work history and professional experience, and three references with contact information.

[WSO Assistant Manager for Patron Services Job Application](#)

You may also access the form at <https://wichitasymphony.org/about/auditions-careers>

Timeline: Position open until filled.

The Wichita Symphony believes a diverse and inclusive team is critical to our ongoing relevance and growth, beginning with the selection process. Therefore, the team is working to ensure diverse candidate pools and encourages candidates from diverse backgrounds to apply. The Wichita Symphony is an equal opportunity employer and considers qualified applicants for employment without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity and expression, marital or civil partnership status, pregnancy, age, disability, veteran status, or any other protected factor under federal, state, or local law.

About the Wichita Symphony

The Wichita Symphony was formed in the closing months of World War II in 1944 when demand for entertainment and culture were in demand for a growing City heavily invested in the manufacturing of airplanes for the war effort. Still a hub for aircraft manufacture, Wichita is the largest city in Kansas with a population of nearly 400,000 and another 400,000 residing in the ten-county south-central region.

The Symphony has about 85 musicians on the roster with most living in the Wichita region. Daniel Hege is the Music Director and Conductor. 2021 – 2022 marks his twelfth season.

The Symphony staff consists of five full-time and between four and six part-time or seasonal employees. Offices are maintained at Wichita’s Century II Performing Arts and Convention Center, just a few steps away from the Concert Hall of 2,147 seats.

In a non-pandemic year, the Symphony operates on a budget of about \$2.4 million. Rated a 4-star organization by Charity Navigator for five consecutive years, the Symphony has one of the highest ratings score of any performing arts organization in the entire country.

The mainstay of the Orchestra's annual activities is the 8-10 subscription series concerts. Other programs can include Family Concerts, community concerts outside of Century II, and two free, citywide presentations – the Spirit of the Season family holiday concert in December and the Twilight Pops Concert for Wichita's Riverfest. The Orchestra's educational activities include the Young People's Concerts for grades three through six. One of the most extensive programs of its kind in the country, YPCs serve about 22,000 students and teachers every year. A Youth Orchestras program, consisting of four ensembles for students in grades four through twelve, trains about 275 talented students selected by audition for this sought-after educational opportunity.

For more information about the Symphony, please visit our website at <https://wichitasymphony.org>