



Part-Time Box Office and Administrative Assistant

Summary Overview

The Wichita Symphony has an immediate opening and seeks a qualified individual to serve as a part-time Box Office and Administrative Assistant. The position reports to the Manager of Patron Services, and 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.

This position is conceived to supplement office staff during busy concert weeks when ticket buyers often overload the phone and walk in to the Symphony office to purchase tickets. The position may be ideal for college students currently enrolled in a degree program or for those who seek a part-time position with some flexibility.

Working in a creative environment, the Box Office Assistant 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 and answering questions. On an as-needed basis, s/he will support projects of marketing, development, special events, and education staff. S/he will be expected to develop expertise with the Patron Manager database, which involves data entry, maintenance, and running reports.

Specific Duties

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

Patron Services and Box Office

- Service season and single ticket 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 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. Assist with walk-up sales and will call.
- 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.

Database Management

- Help maintain the integrity of the Symphony's Patron Manager database, including accurate and consistent input of data and customer information.
- 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.

Other Duties as assigned.

Office Hours

As a part-time position, office hours will be flexible but normally will be 10-20 hours a week during the Symphony season (September through April), sometimes more on concert weeks, and less on quieter weeks. 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.

Qualifications

- 1 - 2 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 have a commitment 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 being on one's feet for extended periods with mobility to move quickly between locations within the event venue, and occasionally between multiple venues/offices.
- Excellent interpersonal and 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.

Compensation

This position will be paid at an hourly rate commensurate with experience. An average of 10-20 hours of work per week will be required (more during concert weeks).

To Apply:

Send resume, cover letter of interest, and three references to:

Nina Longhofer
Patron Services Manager
nlonghofer@wso.org

Please put "last name Box Office" in e-mail subject line.

Timeline: Position to start the end of August or beginning of September. 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.