



Patron Services Manager

Summary Overview

Department	Patron Services
Reports to	Development Manager/Executive Director
FLSA	Non-exempt
Salary & Benefits	\$40,000-45,000, 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 Symphony-related business at applicable rate.

The Patron Services Manager is the Symphony's first point of contact for the public, board members, and volunteers. Thus, they must present a professional appearance, friendly telephone demeanor, and strong written communication skills. The Patron Services Manager spearheads in-house Box Office operations and will develop expertise with the Customer Relationship Manager (CRM) database to ensure it is up to date and all donations are acknowledged in a timely manner. They will work closely with marketing and development as part of the patron-centric revenue team. This person is also responsible for recruiting and managing part-time ticket sellers, as well as the volunteer youth orchestras ushers program participants.

Specific Duties & Responsibilities

Box Office/Ticket Sales

- Manage the Box Office within the Symphony's main office in Century II.
- Process ticket sales and exchanges within the Symphony Box Office via phone, web sales, and in-person.
- Address customer service issues to provide fast and favorable resolutions.
- Impart information and transact sales for all Wichita Symphony events.
- Upsell ticket add-ons and events.
- Manage additional ticket sellers for all ticketed concerts.
- Manage youth orchestras usher directors and volunteer youth ushers.
- Coordinate with Century II/ASM front-of-house team.
- Work with Marketing Manager and Executive Director to monitor advanced sales, and report on event attendance.

Customer Relationship Database Management

- Maintain the integrity of the PatronManager CRM Database, to include accurate and consistent input of data and customer information.
- Enter donations in database and acknowledge donors in a timely manner.
- Work closely with Marketing during the season ticket renewal/sales process, including collaboration on all aspects of renewals and acquisitions.

Special Projects

- Coordinate Young People's Concerts including:
 - School registration
 - Communication with schools (teachers & administration)
 - Volunteer coordination
 - Coordinating with WSO Operations Manager to facilitate performance and volunteer needs
 - Arranging seating assignments and information regarding the performance day
- Participate in team efforts to produce concerts, special events, fundraisers, and other events inside and outside of Century II, including Founders' Room receptions and lobby setup.

Board Relations/General Administration

- Assist with the management of Board meetings and committees, including set-up, tear-down, and recording minutes.
- Manage Board communications.
- Serve as office administrator including: answering phones, greeting patrons, processing office mail, maintaining an inventory of office collateral, corresponding with lease companies of office equipment (copiers, postage machine), etc.

Additional duties, as assigned by the Executive Director & Development Manager.

Office Hours

They will maintain office hours in accordance with the WSO personnel policies. A typical work week is Monday – Friday with Saturdays and/or Sundays during concert performances. Potential for flexibility on a seasonal and workload basis. Occasional evening and weekend work required.

Qualifications

- 2-3 years of office experience is preferred; or comparable background.
- Computer proficiency in Microsoft Office is essential, 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 Leap Technology that uses a Salesforce platform for our ticketing and donor 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 and proofreading.
- Must be a team player within a small, goal-oriented office setting.
- A college degree is preferred.

To Apply:

Please email a resume, cover letter summarizing your qualifications and interest in the position, and three professional references with contact information to:

Nina Longhofer
Marketing Manager
nlonghofer@wso.org

AND

Micaela Heinrich-Arndt
Development Manager
mheinricharndt@wso.org

Please list the subject line as “Last Name – Patron Services.” PDF recommended.

No phone calls.

Timeline: Position open until filled.

The Wichita Symphony is an equal opportunity employer.

To learn more about the Wichita Symphony, visit WichitaSymphony.org.