



Patron Services Manager

Summary Overview

Reports to	Director of Marketing and Data Analytics
FLSA	Full-time, non-exempt
Salary	\$35,000-\$45,000, dependent on experience.
Benefits	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. As such, this individual must demonstrate a high level of professionalism, an approachable and friendly demeanor, and strong written and verbal communication skills. This position oversees in-house Box Office operations, ensuring that a gold standard of customer service is consistently delivered. The Patron Services Manager will become proficient in the Customer Relationship Management (CRM) database, ensuring that patron records are accurate and that all donations are acknowledged in a timely manner. This person will work closely with marketing and development as part of the patron-centric revenue team and will also be responsible for recruiting and managing part-time ticket sellers and the volunteer youth orchestras ushers program participants.

Specific Duties & Responsibilities

Box Office and Customer Service

- 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, and in-person transactions.
- Set and maintain a high standard of customer service for all patrons, including subscribers, single-ticket buyers, donors, volunteers, and board members.
- Provide proactive and solutions-oriented service, ensuring all patron concerns are addressed efficiently with a mindset to providing an excellent concertgoing experience, which begins with the customer's first interaction with the Symphony.
- Clearly communicate event details and provide informed concert recommendations to patrons based on their preferences and interests, event availability, and potential accessibility needs.

- Upsell ticket add-ons and events.
- Manage additional ticket sellers and volunteer youth ushers at concerts.
- Coordinate with Century II/ASM front-of-house team.
- Manage group sales by processing reservations, coordinating payment, and providing exceptional service to group leaders to ensure a seamless and enjoyable experience.
- Work with the Revenue Team to monitor advanced sales, and report on event attendance.
- Actively participate in staff and team meetings and provide insight and suggestions on strategies and tactics to meet sales goals and enhance the patron experience.

Customer Relationship Database Management

- Maintain the integrity of the PatronManager CRM database, ensuring accurate and consistent input of data and customer information.
- Stay apprised of updates to the ticketing system and participate in PatronManager webinars and related learning opportunities.
- Process donations received by mail and ensure online gifts are qualified and accurate.
- Merge and generate gift acknowledgement letters to donors on a weekly basis.
- Work closely with Marketing during the season ticket renewal/sales process, including collaboration on all aspects of renewals and acquisitions.

Event and Program Support

- Work with the Wichita Symphony Ambassadors to secure volunteers for Young People's Concerts and other events/tasks as needed.
- Arrange Young People's Concert seat assignments and collaborate with Education Team.
- Process incoming payments for Youth Orchestras Program tuition and Young People's Concert registration.
- Participate in team efforts to produce concerts, special events, fundraisers, and other events inside and outside of Century II, including donor receptions and lobby setup. Event duties frequently require moving quickly between locations within the event venue, and occasionally between multiple venues/offices.

Other Accountabilities

- Assist with the management of Board meetings, including sending out meeting notices, tracking attendance, and coordinating lunch/refreshments.
- Be an engaging and enthusiastic advocate for the Symphony in the community.
- Answer phones and process office mail.
- Additional duties, as assigned.

Additional Duties for Qualified Candidates

Candidates with relevant skills and experience may take on additional responsibilities associated with the higher end of the salary range (\$40,000-45,000). These responsibilities support patron loyalty and engagement through data-driven marketing and development efforts:

- Draft and distribute audience communications, including pre- and post-concert emails to ticket holders.

- Analyze sales results and patron survey data to inform future strategies and improve retention.
- Pull targeted lists from the database for promotional and donor communications.
- Assist in crafting promotional emails and messaging to encourage patron engagement and repeat attendance.
- Draft and update donation acknowledgment letters to ensure a thoughtful and timely response to donor contributions.
- Ensure rapid acknowledgment of first-time donors to foster long-term engagement.

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.
- Ability to learn new software applications and adapt to changing technologies quickly is a plus. The Symphony uses PatronManager, a Salesforce-based platform, for its ticketing and donor management CRM and uses Hive for internal communications and project management.
- Must commit to providing exceptional customer service.
- Proactive and self-motivated, with a curious and solutions-oriented mindset.
- Collaborative team player who thrives in a fast-paced, dynamic environment.
- Excellent organizational and problem-solving skills, with acute attention to detail.
- 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.
- Must be committed to advancing inclusion, diversity, equity, and accessibility throughout the Symphony’s programs.
- An interest in the arts and an enthusiasm to learn about orchestral music and the Symphony’s performance offerings.
- A college degree is preferred.

To Apply:

Please email a resume, cover letter summarizing your qualifications and interest in the position, and contact information for three professional references to jobs@wso.org.

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

No phone calls.

Timeline: Review of applications will begin immediately. Position open until filled.

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. [Click here to learn more about the Symphony's commitment to Inclusion, Diversity, Equity and Access.](#)

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