



POSITION ANNOUNCEMENT

DATE: August 2021

JOB TITLE: Patron Services & Office Manager

REPORTS TO: Executive Director

JOB DESCRIPTION:

The Patron Services & Office Manager works within the Asheville Symphony's Marketing team to engage its patron base through the management of its Box Office. They work closely with the Marketing team and Executive Director in cultivation of ASO's patron base, CRM maintenance, and management of the ASO offices in general. The successful candidate will "wear many hats" throughout the organization, with the role responsibilities being broken down into four key areas: Office Reception, Box Office, CRM Maintenance, and General Administration.

JOB DUTIES AND RESPONSIBILITIES:

Office Reception

- Serve as the first point of contact for ASO phone calls via the main office and ticketing number as well as for office visitors.
- Serve as the first point of contact for processing daily mail and office emails.

Box Office

- Receive and process all customer ticket orders for ASO events.
- Prepare, process, and manage subscription ticket orders and subscriber database.
- Monitor subscriber seat renewals and seat availability; contact non-renewed subscribers to encourage renewal.
- Administrate the ASO Will Call box office for all concerts and events.
- Generate gift certificates and ticket vouchers as needed.
- Process ticket donation requests from community agencies.

CRM Administration

- In coordination with the Development department, execute the maintenance and technical administration of ticketing software and constituent CRM database (Patron Manager).
- Provide database support for the Marketing operation and Executive Director including, but not limited to, data extractions, list generation, constituent updates, maintenance of memberships,

analysis of trends, campaign progress reporting, ticket sales, reports, etc.

General Administration

- Coordinate sales and correspondence for annual Porsche raffles.
- Review daily newspapers for ASO or arts-related items, including obituaries.
- Assist with general promotions, including direct mailings, extraction of mailing lists, and mail merges as needed.
- Coordinate administrative details for associated Board committee meetings
- Provide general administrative assistance for and at ASO concerts and special events, including lobby and reception set-up.
- Professionally represent the organization in all contacts with patrons, donors, sponsors, and funding organizations or agencies and /or at events.
- Maintain and resupply, as needed, basic office equipment and office supplies (excluding computers).
- Coordinate with building maintenance personnel when the need for building maintenance or repair arises.
- Coordinate and schedule volunteers for office assistance as needed.
- Support the efforts of the Asheville Symphony Guild, Asheville Symphony Chorus, Asheville Symphonettes, MusicWorks!, and Asheville Symphony Youth Orchestra.
- Other duties as assigned by the Executive Director, Orchestra Manager or Marketing department.

QUALIFICATIONS:

- Minimum of 3 years of Customer Service or Sales experience. Background in the arts preferred.
- Fluency with computer applications such as Microsoft Office, including mail merges, sorting, and reporting capabilities, as well as importing and exporting data between Excel and CRM databases such as Tessitura, Patron Manager, Raiser's Edge, etc. Ability to learn and apply new technical skills.
- Outstanding interpersonal and customer service skills are essential.
- Flexibility, ability to multi-task, attention to detail, and the ability to work as a team with diverse office personnel are essential skills for success.
- Friendly and professional demeanor that engenders relationships with donors and colleagues.
- Self-starter with ability to work independently and entrepreneurially, as well as build relationships with patrons and donors.
- Knowledge of, and experience with, CRM systems (e.g.: Raiser's Edge, Tessitura, Patron Manager, etc.) with expertise in reporting and statistical analysis is preferred.
- A Bachelor's degree or higher is preferred.

ORGANIZATION/ORCHESTRA DESCRIPTION:

Asheville Symphony:

The Asheville Symphony is a leader among cultural organizations in a desirable, arts-focused community. The Symphony has experienced remarkable growth in artistic excellence, educational and program offerings, and revenue in the last several years, reaching an audience of more than 40,000 annually through ticketed performances, community programming, and music education programs.

The Asheville Symphony provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, compensation, and training.

Asheville, North Carolina:

Asheville is the largest city in Western North Carolina and is the regional center for medical services, manufacturing, transportation, banking and professional services, shopping, dining and the visual and performing arts. At 2,200 feet in elevation, Asheville is located on a plateau divided by the French Broad River, at the hub of the Great Smoky and Blue Ridge Mountains. The Asheville area is world renowned as a bustling tourist destination attracting over 11 million visitors and tourists each year who come for the natural beauty and vibrant hospitality the city offers. Asheville is a major destination for recreation activities and home to George Vanderbilt's Biltmore Estate. Every year, Asheville is listed in varied publications as one of the top 10 cities in which to live, retire, visit or dine. To learn more about Asheville-Buncombe's creative culture, the economy, and innovation check out the video "Asheville Creates." The video can be viewed at <https://vimeo.com/161182272>

Asheville's population is close to 95,000 and Buncombe County is just under 270,000. Academic institutions in the region include The University of North Carolina Asheville, Mars Hill, Appalachian State and Western North Carolina Universities, Warren Wilson, Montreat, Brevard, and Asheville Buncombe Technical Colleges.

Status: Full-time. Non-exempt.

Compensation: Commensurate with experience, within the range of \$33,600 - \$50,400

Benefits: Paid vacation; medical, dental, and life insurance

Application Procedure: Please submit cover letter and resume with the subject line "ASO Patron Services & Office Manager" to: apply@ashevillesymphony.org.

Application Deadline: n/a

Organization/orchestra web address: ashevillesymphony.org