

- Job Title:** Marketing & Box Office Associate
- Department:** Marketing & Public Relations
- Reports To:** Director of Marketing & Public Relations
- FLSA Status:** Part Time Temporary, Nonexempt
- Compensation:** \$13.00 / hour
- Benefits:** Limited benefits (sick leave; paid parking; professional development coaching and support; etc)

Position Summary:

The Maryland Symphony Orchestra (MSO) seeks a Marketing & Box Office Associate. The individual provides some level of general office administration, box office, and marketing support so that the MSO presents a consistently positive image to patrons visiting our offices.

This is a part time, temporary position funded through May 2020 with the possibility of an extension.

This position requires 30 hours/week in the Maryland Symphony Orchestra administrative offices, split between Marketing and Box Office duties as needed. The Marketing & Box Office Associate can expect to spend approximately 15 hours on box office responsibilities each week, 10 on marketing efforts, and 5 hours on general office administration each week. During concert weeks (approximately 8 weeks per year), additional weekend hours will be required to assist with box office and front of house operations at the Maryland Theatre Performing Arts Complex.

Reporting to the Director of Marketing & Public Relations, the Marketing & Box Office Associate provides a high level of exceptional service both to **patron management systems and record-keeping** (Patron Manager, the MSO's in-office CRM) and to **people** (donors, patrons, community partners). This position is often the first –or primary – point of contact for key relationships, and as such must always exhibit a friendly, positive, customer-service oriented demeanor, be a pro-active problem solver, and anticipate needs and opportunities in service to strongly stewarding the MSO's growing network of supporters and partners.

The successful candidate will be an entry level or early-career professional, who must have a passion for the arts, be proactive, hardworking, organized, detail-oriented, and have excellent people skills.

Essential duties and responsibilities:

Patron Service and Support

- Patron services responsibilities includes selling tickets and subscriptions, providing excellent customer service for patrons and donors while fulfilling patron and/or donor benefits, and conveying patron/donor feedback to management.

- Coordinates and manages volunteers and provides training and assignments to volunteers.
- Create content to promote ticket sales and publicize events on social media (Facebook, Instagram, Twitter, etc.).
- Work with accounting manager to establish a system of timely deposits, ticket audits, and concert settlements. Engage in research and provide statistical box office data to the Executive Director and Director of Marketing, as needed.

Marketing

This position will support the Marketing & Public Relations team in the following areas:

- Production of Playbills and Support
- Marketing & Sales Strategy
- Press/PR
- Website Maintenance

Office Administration

- Responsible for upkeep and positive public image of office space/s. Manages ordering/stocking/fulfillment of all office equipment and supplies across the team. Monitor incoming and outgoing mail; receive and sign for mail/packages from couriers and deliver to proper recipient. Respond to telephone, email, walk-in and website contact form inquiries from existing and prospective patrons, donors, community partners, vendors, etc. Answer all incoming calls to the main phone line and route them as needed.

Qualifications and experience:

- Professional experience in one (or some combination) of the following fields: customer service, sales, administrative support, patron and/or donor services, office administration
- Experience with creation of PDF documents and email marketing software (i.e. MailChimp) preferred.
- Proficiency in Microsoft Word, Excel and PowerPoint Database management experience – experience with Salesforce platform preferred
- Excellent writing skills
- Precise attention to detail
- Must be very organized and able to complete multiple projects by deadlines
- Ability to work collaboratively as part of a team
- A professional demeanor
- Excellent customer service skills
- Availability to work some weekends and evenings, as needed
- High school diploma, GED or equivalent; Bachelor's degree strongly preferred

To apply:

Please submit a brief cover letter (no longer than one page) and resume, as well as three professional references via email to Michael Harp, Director of Marketing & Public Relations, at mharp@marylandsymphony.org.

Position opens for applications: September 11, 2019

Position closes: September 27, 2019

Ideal start date: October, 2019

About the Maryland Symphony Orchestra:

Since its founding in 1982, the Maryland Symphony Orchestra's influence and reputation has reached far beyond Western Maryland. It is one of only four professional symphony orchestras in Maryland and audience members from South Central Pennsylvania, West Virginia's Eastern Panhandle, the Shenandoah Valley of Virginia and the Baltimore-Washington Metropolitan area are drawn to concerts held at the historic Maryland Theatre in downtown Hagerstown. Under the baton of Music Director Elizabeth Schulze—whom the Washington Post calls “a superb conductor”—the MSO has become a first-class orchestra of exceptional artistic quality.