

Patron and Donor Engagement Manager

FTE: Hourly position, approximately 32 hours/week, Monday to Thursday (additional nights and weekends for events with advance notice); this position will grow in FTE and commensurate compensation over the course of the next year and a half, with the aim of it becoming a 1.0 FTE salaried position by fall of 2019

Compensation: \$14/hour

Benefits: employee becomes benefits-eligible after successfully completing introductory period (100% employed-paid health insurance; paid parking; professional development coaching and support; etc)

Position opens for applications: March 6, 2018

Position closes: April 11, 2018

Ideal start date: between April 23 and May 7, 2018 (somewhat flexible)

Position overview:

The Maryland Symphony Orchestra (MSO) seeks a Patron and Donor Engagement Manager to provide unparalleled engagement, service, and support to donors, patrons, and community partners so that these VIP individuals stay supremely connected, inspired, and motivated as champions for the MSO's work. The individual also provides some level of general office administration and support so that the MSO presents a consistently positive image to guests when visiting our offices.

Reporting to the Executive Director, the Patron and Donor Engagement Manager provides a high level of exceptional service both to donor/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.

This is a key position on the small but growing MSO team, with ample opportunity for growth and development, led and coached by the Executive Director.

Key working relationships:

- Director of Advancement
- Director of Marketing and Public Relations
- Patrons
- Donors
- Community partners
- Board of directors

Essential duties and responsibilities:

65% - patron and donor service and support

*CRM (customer relationship management) database management. Serves as a primary gatekeeper and manager for Salesforce-based CRM platform. Direct the maintenance of this platform, Patron Manager, to ensure accurate and efficient ticketing of events. Oversee the maintenance of all donor, subscriber, and ticket-buyer records.

*Patron and donor services manager. Front line key stewardship and fulfillment manager for patrons (ticket buyers) and donors to MSO. (patron services work will decrease and donor engagement work will increase over next two years as MSO moves into more robust staff capacity model, which includes adding additional patron services position/s). In the short term, this 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.

*Donor communications. Process donations and prepare acknowledgement letters and other correspondence. Assist in productions and mailing of spring and year-end appeal letters

*Special events. Provide direct support and leadership related to special events planning and execution. Maintain guest lists, gather and prepare registration materials and other duties as assigned for fund-raising events

*Other duties. 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.

20% - support of Executive Director

*Correspondence manager. Handles preparing and executing select written and email correspondence for Executive Director.

*Administrative support. As called on, provides range of administrative support to Executive Director, including but not limited to filing, printing, organizing, and preparing documents; managing information and data flow; etc.

15% - office administration

*Office administrator. 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:

- At least 3 years professional experience in one (or some combination) of the following fields: customer service, administrative support, patron and/or donor services, office administration
- Advanced proficiency in Microsoft Word, Excel and PowerPoint Database management experience – experience with Salesforce platform preferred
- Familiarity with office management procedures and basic accounting principles
- Availability to work weekends and evenings with notice
- High school diploma, GED or equivalent; Bachelor's degree strong preferred
- Experience with creation of PDF documents, basic HTML, email marketing software (i.e. MailChimp) preferred.

Key attributes:

- Eager, happy to help
- Unfailingly positive, pleasant, and a pleasure to work with
- Adaptable, coachable, flexible
- Can handle sensitive information with professionalism and discretion
- Excellent verbal and written communications skills
- Ability to organize and prioritize work
- Ability to work independently with little supervision
- Excellent communication, problem-solving, and customer service skills
- Ability to process large amounts of information in a clear, efficient manner

To apply:

Please submit a brief cover letter (no longer than one page) and resume, as well as three professional references (name, phone/email, and nature of professional relationship - two of which must be individuals that have managed you directly), all in one PDF, via email to Stephen Marc Beaudoin, Executive Director, at sbeaudoin@marylandsymphony.org – please save and title the PDF with your name, as `Firstname_Lastname_MSO.pdf`

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.