

- Job Title:** Patron Services Manager
- Department:** Marketing & Public Relations
Development
- Reports To:** Director of Marketing & Public Relations (75%)
Director of Development (25%)
- FLSA Status:** Full time, exempt (*Administrative*)
- Compensation:** \$38,000 annually (*Commensurate with experience*)
- Benefits:** Employee becomes benefits-eligible after successfully completing probationary period (*100% employer-paid individual health insurance; paid parking; professional development; paid vacation; paid sick time; etc*)

Position Summary:

The Maryland Symphony Orchestra (MSO) seeks a Patron Services Manager to manage Box Office operations, manage MSO social media channels and create engaging digital content, recruit and manage a team of volunteers, and provide unparalleled engagement, service, and support to donors, patrons, and community partners. The individual also provides some level of general office support so that the MSO presents a consistently positive image to guests when visiting our offices.

Reporting to the Director of Marketing & Public Relations and the Director of Development, the Patron Services 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 MSO administrative team, with ample opportunity for growth and development.

Essential duties and responsibilities:

Box Office Management and Patron Manager Administration (40%)

- As the Box Office Manager, provide front line stewardship and fulfillment for patrons (ticket buyers) and donors to the MSO. 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.

- Responsible for CRM (customer relationship management) database management. This includes serving as a primary gatekeeper and manager for the Salesforce-based CRM platform (PatronManager).
- Direct the ongoing maintenance of PatronManager to ensure accurate and efficient ticketing of events. Oversee the maintenance of all donor, subscriber, and ticket-buyer records.
(NOTE: Successful candidate will be expected to complete the coursework and PatronManager admin certification within 6 months of hire.)
- Transport Box Office equipment to Maryland Theatre Box Office for concert performances and manage all box office operations from the Maryland Theatre Box Office on concert weekends.
- Work with Maryland Theatre ushers and representatives at performances to manage patron issues related to seating and ticketing.
- Recruit, hire, train, and schedule front of house volunteers. Provide training and assignments to volunteers at each concert performance.
- Work with Accounting Manager to establish a system of timely deposits, ticket audits, and concert settlements.
- Recruit other volunteers, as needed, for Box Office related campaigns throughout the year. *(i.e. subscriber acquisition campaigns, bulk mail processing, phone-a-thon events, etc.)*

Social Media Management and Content Creation (15%)

- Develop, design, and curate engaging content for MSO social media platforms.
- Assist in the creation and editing of written, video, and photo content.
- Attend events to produce social media content.
- Maintain unified brand voice across different social media channels.
- Collaborate with Director of Marketing to create a social media calendar.
- Interact with users and respond to social media messages, inquiries, and comments.
- Review analytics and create reports on key metrics.
- Assist in the development and management of social media marketing and influencer marketing strategy.

Audience Development & Community Engagement (15%)

- Engage in research and provide statistical and demographic patron information to the Director of Marketing and Board of Directors, as needed.
- Provide reports to assist in the development of pricing strategies and policies that fulfill revenue/attendance goals.
- Work with the Director of Marketing and Director of Development to ensure the MSO website and related social media is up to date and includes accurate, relevant, and engaging content.
- Provide direct support and leadership related to community engagement events planning and execution. Maintain guest lists, gather and prepare registration materials and other duties as assigned for pre- and post- concert events / experiences.

Donor Relations & Events (25%)

- Process donations and prepare acknowledgement letters and other correspondence. Assist in the production and mailing of fundraising campaign materials.

- Provide database and donation reporting support to the Director of Development. Maintain development donor records; produce donor lists as requested.
- Assist with invoicing, pledge billings, automated recurring donations, and other development related transactions as needed.
- 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 fundraising events.

General Office Support (5%)

- 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:

- Experience in one (or some combination) of the following fields: customer service, sales, administrative support, patron and/or donor services, office administration.
- Advanced proficiency in Microsoft Word and Excel.
- Proficiency with Adobe Creative Cloud (Photoshop, InDesign, Illustrator) preferred.
- Database management experience preferred.
- Familiarity with office management procedures and basic accounting principles.
- Availability to work weekends and evenings with notice.
- Experience with creation of PDF documents, basic HTML, email marketing software (i.e. MailChimp) preferred.

Recommended experience:

- Bachelor's degree in relevant field and/or 2-4 years experience in project or program management, business management, arts administration, or an equivalent combination of learned and professional experience.

Key attributes:

- Attention to detail.
- Strong written and verbal skills.
- Highly motivated self-starter, a hard worker with a high energy level; a "doer" with a willingness to work hands-on in assisting customers and staff.
- A strategic thinker and problem solver.
- Ability to initiate and build relationships in person with customers and potential clients.

- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a group setting, a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.

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 Michael Harp, Director of Marketing & Public Relations, at mharp@marylandsymphony.org.

Position opens for applications: January 27, 2023

Position closes: Open until filled

Ideal start date: March 2023

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.

The MSO 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, and any other character 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.