



**Job Title:** Patron Services Manager  
**Organization:** Kalamazoo Symphony Orchestra  
**Reports to:** Vice President of Development & Communications

Founded in 1921, the Kalamazoo Symphony Orchestra is Southwest Michigan’s premier musical organization and the state’s third largest orchestra. Serving Michigan’s fourth largest metropolitan area, the KSO provides more than 30 concert performances each year, reaching more than 80,000 adults and youth annually with exceptional symphonic music and world-class guest artists. With an equally vibrant educational mission, the KSO offers school-based programs that music teachers rely on to support their curriculum and after-school programs that have been recognized by the National Arts and Humanities Youth Program Awards and Carnegie Hall’s Weill Music Institute.

Our mission is to serve our community through outstanding musical listening and learning experiences. In recognition of this work, the KSO has won numerous awards and grants, including the Met Life Award for Arts Access in Underserved Communities, the National Endowment for the Arts for its extensive education programs, and a major Ford Foundation grant to establish its innovative Artists in Residence program.

Currently, we are seeking qualified candidates for a full-time Patron Services Manager position to join our collaborative, enthusiastic team.

**Job Description/Purpose:**

The Patron Services Manager is responsible for advancing the organization in meeting and maximizing its earned income goals through managing all ticketing functions of the KSO, supporting development efforts, particularly with regard to corporate giving, providing excellent customer service for patrons of the KSO, and managing the Tessitura customer relationship management database system.

**Primary Responsibilities include, but are not limited to:**

- Demonstrate the ability to balance multiple projects, meet deadlines, and communicate effectively in a flexible and fast-paced environment

### Box Office and Marketing

- In conjunction with the Director of Marketing & Corporate Relations, VP of Development & Communications and Executive Director, assist in establishing reasonable and appropriate goals for ticket sales
- In conjunction with Director of Marketing & Corporate Relations, develop subscription renewal and acquisition campaigns/single ticket strategy
  - Plan and maintain timeline for subscription, acquisition, and single ticket campaigns
  - Provide input for market segmentation
  - Provide accurate lists for subscription renewal and acquisition mailings
  - Manage subscription renewal and acquisition mailings, including preparation of all letters, order forms, envelopes, and other promotional materials
- Prepare timely reports tracking ticket sales and subscriptions
- Attend all concerts, manage on-site ticketing issues; troubleshooting
- Serve as principal liaison to performance venues box offices
- Implement KSO Box Office policies and procedures; evaluate and change as needed
- Maintain and manage internal Box Office to process phone, mail, and in-office walk-up ticket orders, including subscriptions, single ticket sales, group orders, and ticket exchanges.
- Oversee the development and maintenance of all ticket sales systems and records, ensuring the accuracy of all ticket revenue reports, and providing progress reports as requested
  - Maintain accurate lists: subscriber, acquisition, single ticket buyer, do-not-mail, etc.
  - Create and maintain events in the system including subscription packages, products for sale, and special promotions/events
  - Monitor and evaluate transactions with attention to detail, discretion, and security, maintaining professional behavior handling confidential information
    - PCI Compliance
- Coordinate planning for upcoming KSO concerts and campaigns, including the preparation, mailing and distribution of tickets, brochures, and promotional materials
- Work with Finance & Administration department to maintain a system of timely deposits, sales reports, ticket audits, and concert settlements
- Prepare sales reports and ticketing updates, reconciling any open issues
- Develop plan to promote group sales
- Plan and develop special audience engagement events throughout the community
- Plan and develop patron and subscriber incentive campaigns

### Development

- Establish and nourish relationships with all existing and potential KSO sponsors, patrons, and donors
- Assist with and coordinate various giving programs for the KSO
  - Subscription and Ticket Add-On Giving
- In conjunction with the Director of Marketing & Corporate Relations, coordinate corporate sponsor/donor acknowledgment and recognition program
  - Fulfill corporate sponsor/donor benefits

- Manage corporate sponsor/donor listings for program book publication
- Assist with the 100<sup>th</sup> Anniversary Committee as directed by the VP of Development & Communications

### Concerts and Events

- Maintain subscriber/patron services presence in concert venue lobbies (pre-concert; intermission)
- Plan and provide support for VIP events and receptions to include:
  - Season Reveal Event
- Attend KSO special events and receptions

### Customer Service

- Establish strong connections with patrons by possessing a positive attitude, flexibility, and the ability to listen to concerns
- Resolve problems creatively; troubleshoot solutions
- Provide timely responses to all patron feedback, and ensure that patrons' voices are being heard
- Track success of marketing efforts by seeking feedback from patrons
- Monitor activity levels as they relate to promotional efforts

### Database (Tessitura)

- Serve as KSO's Tessitura Power User within the Kalamazoo Arts & Cultural Consortium
- Manage database processes and records including annual set up tasks for the concert season (TNEW)
- Management/maintenance of database records, including (but not limited to):
  - Noting and recording address changes to database as appropriate
  - Noting and recording any status changes to database as appropriate
  - Other database maintenance tasks as assigned
- Manage year end processes
- Manage onboarding for any new employee with access to Tessitura to include initial training and ongoing support
- Manage and maintain Boca ticket printers

Other duties as assigned by the Vice President of Development & Communications

### **Knowledge, Skills and Abilities Required**

- Superior interpersonal, written, and verbal communication skills. Ability to communicate effectively and positively with supervisor, staff, patrons, donors and volunteers.
- Superior customer service delivery
- Ability to effectively manage time, organize work, and coordinate activities for self and with team members
- Ability to multi-task and work in an environment where interruptions are common
- Ability to professionally handle stress and conflict and effectively solve problems

- Familiarity and confidence in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Tessitura Software experience preferred or familiarity with databases
- Bachelor's Degree or equivalent experience
- Passion for orchestral music
- Professional appearance, in compliance with KSO's dress and personal appearance policies
- Physically mobile with reasonable accommodations including the ability to push, pull, carry and lift up to and exceeding 25 lbs., and the ability to push, pull, reach, bend, twist, stoop, crouch, kneel and balance when performing job duties. Ability to sit and stand for an extended period of time.

#### Equal Opportunity Employer Statement

The Orchestra shall recruit, hire, upgrade, train, and promote in all job titles, without regard to race, color, religion, national origin, age, sex, weight, handicap, sexual orientation, gender identity, veteran status, or marital status. All personnel actions shall be administered without regard to any of the protected characteristics listed above. Employment decisions will be based on the principle of equal employment opportunity and with the intent to further the Orchestra's commitment to this policy.

**To Apply:** Send resume, cover letter, and references to Suzanne Day Weeldreyer at [sweeldreyer@kalamazoosymphony.com](mailto:sweeldreyer@kalamazoosymphony.com). Please combine all documents into one MS Word or PDF document. No phone inquiries. Thank you.

The deadline to submit applications is **Wednesday, March 20, 2019**. Applications received by that date will be given priority, but the position will remain open until filled.