



## **PATRON SERVICES MANAGER POSITION POSTING**

### **ORGANIZATION OVERVIEW**

The Valley Symphony Orchestra is a professional arts organization located in McAllen, Texas. The VSO staff support Maestro Peter Dabrowski and 70+ musicians in executing a season of performances that includes 6 subscription concerts, 6 education concerts, an annual fundraising gala and several special events. VSO staff are responsible for all marketing, producing, fundraising, financial management, and administrative matters of the organization. The VSO performs in McAllen's state of the art Performing Arts Center, a 1,800 seat venue situated among the city's convention center, shops, and restaurants.

### **POSITION**

The Valley Symphony Orchestra seeks a Patron Services Manager to ensure that our concert-goers have a first-rate experience, from initial outreach to post-concert follow-up. An integral member of the high-performing VSO team, the Patron Services Manager leads the subscription campaign, the education concerts sales campaign, and all patron relations efforts including coordinating mailings, phone banking, and data collection/maintenance. The Patron Services Manager will be charged with finding new and relevant ways to engage VSO patrons, and will contribute to the overall earned revenue efforts of the VSO through these efforts.

### **RESPONSIBILITIES**

- Lead annual subscription renewal and sales campaign, meeting earned revenue goals.
- Lead annual education concerts outreach and sales campaign, meeting earned revenue goals.
- Serve as point of contact for subscribers and oversee benefit fulfillment.
- Run front-of-house for the education concerts and serve as point of contact for schools and transportation personnel.
- Manage patron and donor databases: updating information, correcting duplicate accounts, and working closely with the VSO team to manage patron and donor information. Create and manage best practices documentation for VSO team.

- Serve as lead liaison with the McAllen Performing Arts Center box office, coordinating on reporting, fulfilling ticket requests, patron issue resolution, and more.
- Manage special ticketing needs including artist, press, member, VIP, promotional comps, group sales, refunds, and exchanges working closely with the entire VSO team and board.
- Work with marketing team to manage online integrations, patron communications, and to assist with social media content.
- Serves as a member of a high-performing team of event producers for concerts, the annual gala, and other special events.
- Monitor and provide reports and insight on single ticket sales campaigns. Prepare daily and weekly sales reports.
- Manage and monitor the [customerservice@valleyorchestra.org](mailto:customerservice@valleyorchestra.org) email address.
- Oversee office administration, including mail runs, daily deposits, package acceptance and tracking, and more.
- Manage internal contact lists, letterhead, and other standing VSO documents.

## QUALIFICATIONS

- 2+ years of professional customer service experience.
- 2+ years' experience in performing arts front of house, hospitality, events, or related field.
- Knowledge of purpose and functionalities of customer databases.
- Ability to work in a fast paced environment and enjoy contact with the public.
- Ability to remain calm under pressure and seek win-win solutions to customer service issues.
- Self-directed and able to establish systems with input from Executive Director.
- High comfort with Microsoft Office (Word, Excel, Power Point), Google Suite, Adobe, and other cloud-based applications.
- Strong organizational and problem-solving skills.
- Must be able to work evenings and weekends.
- Must be able to transport self and use own vehicle for work purposes (the VSO reimburses for mileage).

## REQUIRED CHARACTERISTICS

**Creativity:** Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.

**Initiative:** Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge.

**Planning and Organization:** Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.

**Teamwork:** Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.

**Work Habits:** Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.

**Passion for the Arts:** Desire to serve a common goal of creating and producing performing arts, which is a highly collaborative, deadline-driven, and complex endeavor. Must have affinity for the mission of the VSO and know or be willing to learn more about classical music.

This position is full time, and the flexibility to work some evenings and weekends is necessary. Benefits include paid vacation, sick time, and holidays, participation in the VSO's health, dental, and vision plans, cell phone stipend, and mileage reimbursement for during-work travel. Salary is commensurate with experience and the non-profit arts industry.

#### **TO APPLY**

To be considered for the Patron Services Manager position, please send a resume/work history and cover letter to [hello@valleyorchestra.org](mailto:hello@valleyorchestra.org). Please, no phone calls.

***This is an immediate opening and qualified and interested candidates are encouraged to apply asap. Finalist candidates may be asked to participate in the March or April concert production as part of their interview process.***

The Valley Symphony Orchestra is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Last updated: March 3, 2022