



## **PATRON SERVICES COORDINATOR 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 5 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 1,750 seat venue situated among the city's convention center, shops, and restaurants. McAllen, a bi-national community located in the heart of the Rio Grande Valley, is located on the border of Texas and Mexico.

### **POSITION**

The Patron Services Coordinator is part of an entrepreneurial arts management team that supports Maestro Peter Dabrowski and the Valley Symphony Orchestra, an ensemble of 75+ musicians performing in the Rio Grande Valley. This individual will work closely with the Executive Director and Operations Manager to provide a first-class experience for all subscribers and concert attendees. This position is responsible for managing the VSO's annual subscription campaign, providing service to subscribers and single ticket buyers, serving as the VSO liaison to the McAllen Performing Arts Center box office, and house managing VSO concerts.

### **WORK HOURS**

This is a part-time position (15-28 hours per week) with some flexibility in determining work hours. Some evening and weekend work is required.

### **RESPONSIBILITIES**

- Serve as customer service agent for subscribers and VIP attendees.
- Manage subscriber ticketing and benefit fulfillment.
- Serve as office liaison to MPAC box office and work with MPAC staff on ticket requests, issues, and sales.
- House manage all VSO concerts and provide night-of training to ushers.
- Manage Education Concert bookings and event execution.

- Provide support during subscriber events.

Reports to the Executive Director

## **QUALIFICATIONS**

- Impeccable customer service skills, including follow through and follow up on all patron inquiries Proficiency with MS Excel, MS Word, Adobe PDF and Acrobat, Google Chrome, and Google Docs
- Familiarity with an office environment and comfort answering phones and providing administrative support.
- Ability to stand and walk briskly for extended periods of time during concerts and events
- Ability to work as a trusted member of a team and take responsibility for shared outcomes
- Strong attention to detail, especially as it relates to reading reports and collating individualized information.
- Ability to identify and seek solutions to problems in real time in a fast-paced context
- Ability to work a flexible schedule as needed to provide service and execute VSO concerts and events
- Previous box office or ticketing experience preferred
- Familiarity with classical music and/or the performing arts preferred
- Ability to communicate (written and verbal) in Spanish preferred

## **COMPENSATION**

This is a part-time hourly position at a rate commensurate with qualifications and experience.

## **TO APPLY**

This position is part time, and the flexibility to work some evenings and weekends is necessary. Benefits include paid holidays, participation in the VSO's health, dental, and vision plans, cell phone stipend, and mileage reimbursement for during-work travel. Hourly rate is commensurate with experience.

In order to be considered for the Patron Services Coordinator position, please send the following to [hello@valleyorchestra.org](mailto:hello@valleyorchestra.org):

- PDF resume/work experience summary
- PDF cover letter introducing yourself and summarizing your interest and qualifications

Please include your name and "Patron Services Coordinator" in the subject line. Application review will begin January 17, 2022 and continue until the position is filled.

The VSO 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, or any other characteristic protected by federal, state or local laws.

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