



**Position Title:** Patron Services Manager  
**Reports to:** Executive Director  
**Employment Type:** Full time, non-exempt  
**Compensation:** \$36,000 - \$38,000 annually  
**Benefits:** Employer paid Medical/Dental/Vision, generous vacation and PTO in addition to 11 paid holidays, concert attendance.

Symphony Tacoma's mission is *building community through music*, with a vision of being innovative, vibrant, engaging and everywhere! An enduring non-profit arts organization, it has been a vital part of Tacoma's cultural landscape since 1946 and has operated as a professional symphony orchestra for the past 25 years. With 80 contracted musicians and an affiliated community chorus, the Symphony brings music into the lives of 20,000 citizens annually throughout the South Puget Sound region.

**Position Summary:** The Patron Services Manager position offers a great opportunity to gain valuable experience in fundraising, box office management, event planning and office administration in a non-profit environment. If you have experience in office administration and a comfort level with computers, data entry, records maintenance, and box office support we invite you to apply. The position reports to the Executive Director and works closely with and supports other staff members. This is a special chance to play a role in an organization which annually provides inspiring music and educational outreach to thousands.

**Specific Duties:**

- **CRM Management** – Maintain the Salesforce/PatronManager donation and ticket sales database with a high degree of accuracy. Enter all transactions and constituent updates, generate mailing lists, coordinate mailing of donor appeals, marketing materials, and acknowledgment letters. Work with Finance Manager on financial reconciliations between Salesforce/PatronManager database and Quickbooks accounting software.
- **Patron Services and Box Office Management** – Perform customer relations on behalf of Symphony Tacoma. Sell subscription and single admission tickets via phone; provide information regarding performance time schedules, location, various pricing, availability and seating arrangements; explain box office policies, resolve routine challenges regarding ticket sales. Coordinate with contracted theater representatives for day-of performance ticket sales. Maintain the Ticketing website, updating attributes as necessary. Coordinate with local organizations to facilitate group ticket sales. Work with Marketing Manager to plan and implement the annual ticket subscription campaign.
- **Office Management** – Inventory and order office supplies, maintain office and office equipment. Process mail, prepare daily bank deposits, maintain electronic and paper records.
- **Event Support** – Attend concerts, approximately one per month, October – May. Serve as a primary registrar for annual Gala and other events. Manage and coordinate mailing and receipt of donated items for fundraisers in auction software. Manage guest information, seating and communications. Oversee data entry and collaborate on event setup requirements. In addition to fundraising events, this person will serve as onsite audition assistant during our annual orchestral audition day.

**Desired Skills:**

- High level of organization and appreciation for the beauty of details
- Ability to manage and prioritize multiple projects and adapt well to and embrace shifting priorities
- Ability to interact graciously with donors, audiences and musicians in person, through email and over the phone
- Proficiency with Microsoft Office Suite, particularly Outlook, Excel and Word.
- Effective writing and proofreading skills
- Database (CRM) management experience highly desirable, specifically with Salesforce/PatronManager
- Self-motivated and dependable, able to work independently but also collaboratively with a small, close-knit team
- Sense of humor and ability to get along with and enjoy working with many types of people
- Bachelor's degree or significant experience in an arts, business, marketing or non-profit field
- Enthusiasm for classical music and the arts a plus

To apply, please email a resume and cover letter to Executive Director Karina Bharne, [kbharne@symphonytacoma.org](mailto:kbharne@symphonytacoma.org). Applicants will be reviewed on a rolling basis, however we encourage interested applicants to apply by January 31, 2023.

*\*If you are interested and don't quite meet all the qualifications or experience, but are motivated, enthusiastic and passionate about our mission of **building community through music**, we want to hear from you! Tell us why you would be a great fit in a letter of interest.*

[Click here](#) to learn about our commitment to diversity, equity, inclusion and justice.