



Job Announcement: Box Office and Patron Services Manager

October 15, 2024

The Berkeley Symphony seeks a full-time Box Office and Patron Services Manager to begin in November 2024.

Background

The Berkeley Symphony's adventurous concert programs combine innovative new works with traditional classical repertoire to engage the curiosity, spirit, and intellect of our audiences. In addition, our award-winning *Music in the Schools* program brings symphony musicians into Berkeley public elementary school classrooms. With our public concerts and education programs, we serve over 7,500 people per year.

The Berkeley Symphony is an open, inclusive, and welcoming organization for all. Applicants from diverse backgrounds are strongly encouraged to apply.

Position Summary

As the first point of contact for current and prospective patrons, donors, and partners, The Box Office and Patron Services Manager plays a vital role as an ambassador and representative of the organization. The successful candidate will embrace and embody our commitment to engage our community through music, in a welcoming, warm, and inclusive organizational culture.

The Box Office and Patron Services Manager reports to the Executive Director, and generally works onsite at the Berkeley Symphony office during standard business hours (Monday – Friday 9:30am-5:00pm). Occasional evening and weekend hours are required for concerts, meetings, and events.

Essential Responsibilities and Duties

Box Office and Patron Services

- Manage all aspects of the box office function, including subscription and single ticket sales, ticket trades and exchanges.
- Act as first point of contact for all patron inquiries and requests, working swiftly and cheerfully to resolve patron issues and concerns.
- Coordinate with Director of Development and Communications to communicate concert information to ticket holders as needed.

- Distribute, collect, and analyze audience surveys as requested.
- Produce regular sales reports to monitor progress toward goals and comparisons with prior seasons.
- Manage ticket donation requests from community partners.
- Work closely with the Executive Director to execute all subscription and single ticket campaigns.
- Oversee all front of house duties during performances, including box office and will call. Coordinate with Program Assistant to assign and train concert volunteers as needed.
- Support the development team in the management and tracking of tickets, RSVPs, menu choices, and payments for donor events.

Database Management

- Manage all aspects of the patron and donor database including ticketing, data management, reports, and queries.
- Act as a primary internal resource for database issues and support.
- Design and manage input of each season's prices, packages, discounts into the ticketing system and maintain a clean and updated database.
- Generate mailing lists and reports as requested.
- Support the development team as requested, processing donations, producing and mailing acknowledgement letters.

General Administration

- Act as first point of contact for incoming calls, general emails, visitors, and deliveries. Process incoming mail and bills as requested.
- Process bank deposits, reconciling with the finance team and resolving issues as requested.
- Manage office supplies; ensure that shared office space and storage areas are tidy.
- Act as the primary point person for office machines such as the photocopier, telephone system, printers, etc. Schedule maintenance and repair services and liaise with vendors as needed.
- Maintain staff tools such as email and slack accounts, copier codes, phone extensions, office keys, password management applications, etc.
- Support the Executive Director in liaising with the landlord and parking lot operator. Generate and distribute monthly parking permits for staff.
- Create and maintain institutional calendars, including public events, staff meetings, Board and committee meetings. Send calendar invitations and reminders as requested.
- Support Executive Director in the preparation of staff meeting agendas, attend staff meetings and take minutes as requested.

- Develop and maintain written procedures for general administrative functions.
- Proofread materials as requested.
- Attend and support events as requested.
- Perform other duties as assigned.

Qualifications

- Interest in and appreciation of classical music.
- Impeccable customer service skills: ability to interact in an effective and professional manner with a wide variety of people, including board, donors, staff, volunteers, and the general public.
- Outstanding attention to detail, organizational skills, and commitment to quality.
- Excellent written and oral communications skills.
- Computer literate, comfortable with learning and adapting to new software platforms. Skilled in MS Office, Google Suite, and ticketing and CRM databases such as Spektrix.
- Ability to drive multiple projects with overlapping deadlines.
- Ability to work independently as well as in a team.
- Good judgment, sense of humor, and ability to maintain appropriate confidentiality.
- Ability to work occasional evenings and weekends.
- Ability to lift at least 25 pounds
- Bachelor's degree in a relevant discipline.

Compensation

Annual salary from \$55,000 to \$70,000, commensurate with qualifications and experience. Benefits: medical, dental, vision, and 403b plan.

To apply

Position open until filled. Send cover letter and resume to:

Marion Atherton
Executive Director
Berkeley Symphony
1919 Addison Street, Suite 201
Berkeley, CA 94704
matherton@berkeleysymphony.org

No phone calls please.