

JOB ANNOUNCEMENT

Chicago Sinfonietta, the nation's most diverse orchestra, has an exciting open position for a Patron Services Manager

Position Title: Patron Services Manager

Status: Part-Time (16-28 hours/week), non-exempt. Occasional evenings/weekends.

Reports to: Director of Marketing & Patron Services

Since 1987, Chicago Sinfonietta has been a defiantly different kind of orchestra. Chicago Sinfonietta is a professional orchestra dedicated to modeling and promoting diversity, inclusion, and both racial and cultural equity in the arts through the universal language of symphonic music.

Our core values are built around being bold and daring in all aspects of our work, providing a source of connectivity through music, and ensuring and inspiring a continued investment in diversity and inclusion in classical music.

Chicago Sinfonietta, a professional orchestra with a mission of equity, diversity and inclusion, seeks a part-time **Patron Services Manager** for immediate hire. Through high artistic standards and a cutting-edge mix of guest artists, Chicago Sinfonietta has been carving its path for over 34 years. Music Director Mei-Ann Chen leads the orchestra to gather diverse talent and sounds from all over the world to redefine what you expect from a symphony. Dubbed "the city's hippest orchestra..." by the Chicago Tribune, we're pushing the envelope even further now, creating completely innovative experiences that you can hear, feel, and see.

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www.chicagosinfonietta.org | Championing diversity, equity, and inclusion by creating community through bold symphonic experiences.

THE OPPORTUNITY

Chicago Sinfonietta is seeking to fill this critical position on its team to further the organization's work championing equity, diversity, and inclusion by creating community through bold symphonic experiences. This is a unique opportunity to work alongside one of today's most dynamic, forward-looking organizations, within an environment of support and innovation.

The **Patron Services Manager** is responsible for supporting the department in its goals of building, executing, and sustaining a robust audience experience that enables Chicago Sinfonietta to achieve its artistic goals. The primary duties involve the management of the Department's CRM database (Spektrix) and primary lead on managing box office initiatives.

Duties and Responsibilities

- Acting as system superuser, manage the creation of all concerts, events, and subscription renewals in ticketing system. Monitor accuracy of website and sales paths.
- Represent Chicago Sinfonietta by staffing reception desk, box office phone line, and front-of-house at assigned performances and events. Provide excellent customer service, fully addressing patron questions or concerns.
- Process subscriptions, tickets, returns/exchanges, and comp requests, both online and via mail.
- Act as liaison to the performance venues and during concerts and other special events. Act as the main point-of-contact for ticketing on days of performances.
- Maintain accurate show files, performance show sheets, and organize operational inventory.
- Monitor patron accounts in Spektrix for accuracy and duplication.
- Provide sales and attendance reports, as needed. Build and extract patron lists, as needed.
- Assist with tracking and evaluation for website, email, and social media metrics.
- Assist with proofreading of marketing and ticketing materials.

Duties and Responsibilities, cont.

- Assist with writing and posting on social media, as needed.
- Provide general administrative support to the Director of Marketing & Patron Services.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Strong interpersonal and customer service skills.
- Ability to prioritize and multi-task.
- Proficient in Microsoft Office; Prior experience using a POS or CRM system.
- Must have a flexible schedule and be able to work some evenings and weekends as needed.
- Passion for performing arts and/or classical music, highly desired.

Environment

- Standard office environment (90%), public venues (10%).
- Public venues generally in downtown Chicago (Symphony Center) and Naperville (Wentz Concert Hall).

*Applications will be considered on a rolling basis. To apply, please submit **a resume and cover letter** (including salary requirements) to Noah Cline, Executive Assistant to the CEO, at ncline@chicagosinfonietta.org*