

The Tallahassee Symphony Orchestra invites applications for the position of Patron Services Coordinator.

### The Organization

Currently in its 43rd season, the Tallahassee Symphony Orchestra (TSO) stands as a model for regional orchestras across the country. As an integral part of Tallahassee's cultural scene, the TSO seeks to serve the entire diverse community through unique and uplifting musical experiences. As part of a larger, nation-wide group of American orchestras 1000+ strong, the TSO strives to advance the art form of orchestral music and to conduct best practices in all areas of business.

The TSO's 2023-24 season is the most ambitious in the orchestra's history, and it includes 18 concerts: 6 Classics concerts, 2 Holiday Pops events, 3 Young People's concerts, 2 performances of Handel's *Messiah*, a Halloween Spooktacular event, a Beatles revival show (in partnership with Opening Nights), 2 performances of Harry Potter and the Sorcerer's Stone in Concert, and a 2<sup>nd</sup> annual Freedom's Eve Emancipation Concert. In addition to this the TSO conducts several educational and engagement activities throughout the year, including performances by our resident string quartet, Mina, and a free after school strings program at Sabal Palm Elementary School.

The TSO is governed by a 32-member Board of Directors who meet approximately 9 times annually (including a half-day board retreat); the organization receives additional volunteer and fundraising support from the Tallahassee Symphony Society. The TSO's operating budget in 2023-24 is approximately \$1.4 million and there is currently an administrative staff of 3 full-time and 4 part-time employees. The TSO also receives administrative help from 3 paid interns.

### The Position

As part of the TSO team, the Patron Services Coordinator will perform a wide range of duties in the area of ticketing, patron services, office management, guest artist services, and event planning. The Patron Services Coordinator reports to the Director of Patron Services. The position is half-time (20 hours a week), though hours are flexible based on the TSO schedule. Night and weekend work will sometimes be required. Duties and responsibilities include:

#### *In the areas of Ticketing and Patron Services*

- Under the guidance of the Director of Patron Services, assist with daily office operations, including general inquiries/customer service/answering phones, ticket sales, exchanges, etc.
- Assist with subscriptions and renewals
- Under guidance of Director of Patron Services, prepare tax letters
- Assist in all mass mailings
- Other duties as required

#### *In the areas of Office Management and Guest Artist Services:*

- Assist in serving as first POC in the TSO Office (answering phones)
- As primary office manager, maintain supplies and organization; reorganize after events

- Coordinate with TSS for musician backstage refreshments
- Conductor services as needed, airport pick-ups, mailings, etc.
- With agents, arrange travel
- Prepare itineraries
- Prepare green room needs/hospitality, ground transport, accommodation, etc.
- Hospitality for board meetings
- As required, liaise with Patron Growth and Legato committees
- As required, liaise with TSS
- Other duties as required

*In the area of Event Planning:*

- Oversee open rehearsals, including refreshments and kids' table
- Assist with refreshments (shopping, etc.) and clean up
- Organize and liaise with lobby bands for subscription concerts
- Work and assist with events as needed
- Other duties as required

Candidate Profile & Skills

The successful candidate will be highly organized with a keen eye towards detail. This position requires superb interpersonal and communication skills, and skill in dealing with patrons, board members, sponsors, the general public, vendors, and guest artists. The successful candidate will have a commitment to community engagement as central to the purpose and mission of the orchestra. Knowledge of classical/orchestral music is preferred but not required.

The successful candidate will demonstrate the ability to work well under pressure and will exhibit maturity, self-confidence, and discretion. Competency at the Microsoft Office Suite essential. The ability to learn to navigate both Patron Manager, the TSO's Customer Relations Management system, and the TSO's website platform, is required. This position sometimes requires the ability to lift and carry objects up to 25 pounds.

Compensation and Benefits

Pay rate is \$20/hour or \$20,000 annually, paid in monthly installments. The position is considered a 1099 contractor as defined by the Internal Revenue Service.

Applications

Please send a letter of application, resume, and contact information for 2 references. All applications will be confidential and references will not be contacted without the candidate's consent. Send materials by Friday, October 13, 2023 to Dr. Amanda Stringer, CEO, at [astringer@tallahasseesymphony.org](mailto:astringer@tallahasseesymphony.org).