



### **Job Description: Patron Services Representative**

Based in Williamsburg, Virginia, The Williamsburg Symphony Orchestra (WSO) is a professional symphony orchestra founded in 1984. The non-profit organization's mission is to entertain, inspire, and educate diverse audiences through musical excellence. The ensemble performs five Masterworks concerts per season from September to May as well as various pops concerts. The WSO also facilitates educational initiatives in the community, including family concerts, masterclasses, and instrumental coaching, and provides instruments to students with limited resources.

#### **THE ROLE**

The WSO seeks a candidate to fill the role of Patron Services Representative for a minimum of 20 hours and a maximum of 30 hours per week. Some remote work possible. Evening hours may be required on concert nights. The position will be paid hourly, and no health benefits are available with this position.

The successful candidate will have excellent customer service and communication skills; experience working with data management systems; and the ability to multi-task and thrive in a fast-paced environment. Focused attention to detail is a must.

#### **PRIMARY AREAS OF RESPONSIBILITY:**

- Provide patron services, including concert season subscriptions, individual ticket sales, ticket exchanges, seat changes, and ticket donations
- Respond to donor questions
- Develop a detailed working knowledge of concert event information, program content, and all related schedules
- Develop and utilize a working knowledge of all concert venues, seating sections, and pricing
- Become competent in database software: Donor Perfect, Arts People, Constant Contact
- Assist Executive Director with fund raising appeals, grant requests, Board of Trustee functions, community events
- Assist with on-site ticket sales at events, as needed

#### **General:**

- Answer office telephone and return calls
- Screen calls for the Executive Director
- Purchase office equipment, supplies, etc., according to budget and approved procedures
- Other duties, as needed

## **KEY REQUIREMENTS AND SKILLS:**

### **Education:**

Bachelor's degree required (English, Communications, Information Technology preferred)

### **Skills Needed:**

- Customer service experience
- Strong verbal communications
- Experience working with a donor database and ticketing system
- Mastery of Excel, Word, and Outlook with experience creating merged files
- Knowledge of accepted business letter formats
- Excellent writing and organizational skills
- Ability to see/initiate what needs to be done (self-starter)
- Attention to detail

### **Computer skills required:**

Working proficiency in Word, Excel, Outlook

### **Computer skills preferred:**

- Ability to quickly learn and use Arts People database/ticketing software
- Ability to quickly learn and use Donor Perfect database
- Ability to quickly learn and use Constant Contact

### **Competencies:**

- Problem solving
- Detail oriented
- Technical skills
- Customer service
- Teamwork
- Planning/organizing
- Professionalism
- Confidentiality

### **Other Skills/Abilities:**

Appreciation for live symphonic music a plus.

### **Compensation:**

- \$20/hour
- 25-30 hours per week
- Paid parking
- No health benefits are included with this position

### **Other considerations:**

Proof of Covid-19 vaccination is a condition of employment, but will consider reasonable accommodation, consistent with applicable laws.