



## **PATRON SERVICES MANAGER**

PART-TIME TIME (25-30  
hours a week)

### **GLENS FALLS SYMPHONY**

The Glens Falls Symphony is a 501(c)3 non-profit organization devoted to the production of outstanding concerts of orchestral music in the concert hall and in public outdoor concerts. For over three decades the Symphony has brought classical music to audiences in the Adirondack region and beyond and is one of the lead cultural institutions in the greater Glens Falls area. Through educational and community outreach initiatives such as a music film series, panel discussions, special music events, and important educational programming such as an annual Children's Concert for school children, the Symphony strives to make live orchestral music a regular part of everyday civic life in our region. After completing every task in the 19-point strategic plan from 2016, the Symphony is embarking on its next stage of growth. The single largest area of focus is creating a far broader network of educational events, classes, camps, and programs. Other priority areas include diversifying the artistic content of the performances to include a broader range of artistic voices, a wider range of art forms creatively presented with live music, and seeking a long-term solution to the current venue scheduling challenges. The Symphony currently serves up to 11,000 people per year from 105 different zip codes, and enjoyed a hard-earned financial position of uncommon strength.

### **MISSION**

The Glens Falls Symphony aspires to be best in its class among regional orchestras in the United States through excellence in performance, adventurous programming, and outstanding, diverse educational outreach.

### **POSITION DESCRIPTION**

The Patron Services Manager for the Glens Falls Symphony is a multi-faceted position, covering all aspects of patron relations, database management, box office duties front and back, volunteer coordination, all marketing and publicity tasks, graphic design of promotional materials, social media planning and execution, website maintenance and updating, and day-to-day office administration. This position also serves to assist the Executive Director, Symphony Board and committee members with educational event planning, development tasks, appeal mailings, committee meeting preparations, special event planning and execution, and daily operational functions. In non-COVID times, the Symphony office operates with a regular full-time team of two people, so many tasks are shared by the team. Creation of new events, scheduling and planning for the next phase roll-out of new educational initiatives is a group activity. The intention is to hire a candidate who has the capacity to go to full-time as the re-opening proceeds.

## **THE IDEAL CANDIDATE WILL HAVE:**

- A strong background working in the arts preferably working in a non-profit setting, with a passion for creating/executing engaging, enlightening, and excellent artistic experiences for our entire community.
- Very strong organizational skills and the ability to complete multiple projects simultaneously, adapt and learn quickly, work independently and be self-directed.
- Excellent customer service skills and the ability to work well with the public under pressure, with a friendly and helpful attitude
- Excellent communication and writing skills
- Strong computer skills and knowledge of online tools, including integrated data management systems, MS Office, WordPress. Experience working with ticketing systems a plus but not required.
- Experience in website design/content updating, social media management, graphic design for both print and digital
- Event planning experience
- Experience in working concert events, occasionally helping with stage set-up and break-down, with the ability to lift 40 pounds.
- Undergraduate or higher degree in arts, music, or comparable area of study.
- Passion for arts education. As the Glens Falls Symphony Education Programs expand and become more participatory with area schools, there is room for growth, creativity, and job satisfaction in this area for the right candidate.

## **RESPONSIBILITIES**

- Management of all front-of-house ticketing and box office tasks, tracking of patron records for ticketing and donations using modified CRM system (AudienceView Select), all concert and event needs. Delivery of box office/concert and rehearsal supplies and material to and from venues.
- Daily presence in Symphony office to handle incoming/outgoing mail, phone calls, routine office duties such as banking, various types of mailings, pulling and editing patron database reports, maintaining records.
- Procure and coordinate all concert and event volunteers. Coordinate housing for out-of-town musicians. These tasks are 5-6 times per year.
- Manage all marketing efforts to promote concerts and events: design and create print materials, social media, website, writing press releases, e-newsletters for best communications to patrons and prospective audience. Design and create most of the visual content of the symphony brand
- Assist in coordinating concert-related events, educational programming and special fundraising events.
- Management and content updating of Symphony website, including events, donation campaigns, and tools for educators and community volunteers.
- Assist executive director with administrative actions: Creating and processing appeal mailings, donation tracking and acknowledgement, educational event communications, collaboration with board and committee members

- Help with stage crew duties on occasion, particularly for summer concerts: load-in, set-up, take-down, and load-out.

### **START DATE**

Position to begin immediately, but for the right candidate, the start date can be open to negotiation. Our “business” is a people business. The right people make everything happen, and we are committed to hiring excellent people, treating them well, paying them the most that we are able, and finding ways to make use of their many talents so they are satisfied by doing meaningful and valued work.

### **TO APPLY**

Please send or email cover letter and resume including contact information for three professional references to:

Jennifer Brink, Executive Director

Glens Falls Symphony

PO Box 2036, Glens Falls, NY 12801

[exdir@gfso.org](mailto:exdir@gfso.org)

[518-705-0409](tel:518-705-0409)

Please indicate if your job inquiry is to be kept confidential.

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