

**Peoria Symphony Orchestra**  
**Patron Services Manager — Full time**

The **Peoria Symphony Orchestra (PSO)** is seeking a full-time **Patron Services Manager** to serve as the front line contact between the orchestra and our ticket buyers, donors, and the public. The ideal candidate will be an energetic, take-charge person with excellent attention to detail. We are looking for a high level of expertise in dealing with database programs. The candidate will help optimize our Customer Relation Management (CRM) system to assist the organization in ticketing and fundraising efforts through input and maintenance of patron data. The Patron Services Manager will also assist in the efficient running of the office.

**Duties may include:**

**Patron Services – Ticketing/Box Office**

- Assume primary responsibility for PSO Box Office by selling tickets and subscriptions by phone, walk-ups, and handling on-line orders or requests.
- Ticket sales at concerts and events.
- Oversee subscription sales and renewals.
- Ensure patron information is captured and entered properly in the CRM database regarding tickets and gifts.
- Answer calls and greet visitors at the PSO.

**Data management/Development Support**

- Daily entry and acknowledgment of gifts.
- Maintain accurate donor records.
- Ensure standards for data entry for the organization.

**Office Oversight**

- Gift Certificates – tracking and issuing.
- Bank deposits and petty cash.
- Maintain office supply inventories, purchasing supplies as needed.
- Responsible for office equipment upkeep and coordination of maintenance.
- Provide reliable and detail-attentive administrative support including mail merges, label creation, running reports, etc.
- Schedule building and facility usage and coordinate required set-ups (including equipment, tables, etc.).
- Maintain and organize the master calendar.

**Other**

- Attend and work PSO concerts and events; includes some evenings and weekends.
- Additional duties as assigned.

**Key Competencies/Qualities**

- Customer Service oriented.
- Detail and results-oriented; highly organized with excellent follow-through.

- Strong computer skills, including knowledge of Microsoft Office Suite. Willingness to learn new software program.
- Experience working with a Database (Salesforce experience a plus).
- Strong interpersonal communication skills, both verbal and written.
- Professional personal presentation.
- Ability to work effectively on multiple projects at the same time.
- Ability to work autonomously as well as to take direction as needed, and to work collaboratively in a team environment.
- Knowledge of and/or willingness to learn about classical music is a plus.

TO APPLY: Send a letter of application and resume to [employment@peoriasymphony.org](mailto:employment@peoriasymphony.org) by December 31, 2018.

*The Peoria Symphony Orchestra is an Equal Opportunity Employer*

The Peoria Symphony is a vibrant and integral part of the Peoria cultural and arts landscape and has been since 1897. The PSO performs a variety of concerts each season featuring outstanding artists. In addition, recent new initiatives are reaching new audiences with community outreach and collaborations. We are an innovative and collaborative organization bringing excellence in music to our communities