



Marketing & Communications Manager

Your Symphony. Your Community. Your PSO.

Status: Full-Time, Exempt

Reports To: Executive Director & Chief Vision Officer

Location: Peoria, Illinois

POSITION SUMMARY

The PSO seeks an enthusiastic, compassionate, and self-motivated **Marketing & Communications Manager** to serve as a welcoming voice, relationship builder, and passionate ambassador for our organization. This position combines strategic marketing and communications including but not limited to design expertise, social media, newsletters, email campaigns, programs, flyers, greeting/thank you cards, campaign letters, and event invitations. The person in this role will have excellent written and verbal skills as they will assist with ticket sales and season subscriptions while working to strengthen relationships with those both internal and to the organization. They will be a team member eager to help grow our audiences and advance our mission.

KEY RESPONSIBILITIES

Patron Experience & Community Engagement

- Create marketing & promotional materials for newsletters, social media, marketing campaigns, email communications, public relations, and other written content that inspires engagement.
- Program book production, including content, advertising sales, and vendor communications.
- Prepare accurate, timely reports and translate findings into actionable recommendations.
- Maintain accurate records in Patron Manager & project documentation.
- Strong organizational, analytical, and project management skills.
- Proficiency with Microsoft Office, spreadsheets, and digital communication platforms.
- Serve as a welcoming and knowledgeable first point of contact for patrons, donors, volunteers, and community members

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- Answer incoming telephone calls promptly and proactively follow up on inquiries, ticket purchases, patrons and community sponsors and partners to ensure outstanding service and satisfaction.
- Manage ticket sales, subscriptions, renewals, and group sales to achieve revenue and attendance goals.
- Collaborate with Ticketmaster and all performance venue partners to ensure accurate ticketing and seamless patron experiences.
- Relevant experience in customer service, sales, marketing, communications, fundraising, or community engagement.

Team Collaboration & Mission Advancement

- Serve the mission of the PSO as a dependable, enthusiastic, and collaborative member of the PSO team.
- Demonstrate servant leadership, initiative, accountability, and a commitment to organizational success.
- Identify opportunities to increase attendance, strengthen subscriber loyalty, and introduce new audiences to the PSO.
- Collaboratively coordinate and schedule outreach events with community and educational partners.
- Assist with set up and tear down for concerts, education events, community engagement events, donor events, & chamber music events.
- Communicate clearly, solve problems creatively, and contribute to a positive, mission-focused workplace culture.
- Perform additional duties as assigned in support of the PSO's mission.

MEASURING SUCCESS

Success in this role is measured through team work, exceptional patron experiences, ownership in processes that lead to audience growth, effective communications, and proactive collaboration. **Most importantly, success means helping our community feel welcomed, valued, inspired, and connected to Your PSO.**

OUR COMMITMENT TO CANDIDATES

Research shows that many talented candidates are less likely to apply for a position unless they meet every qualification. If you're excited about this opportunity and believe you could be successful in this role, we encourage you to apply—even if your experience doesn't align perfectly with every qualification listed. You are encouraged to address these items in your cover letter. We value a broad

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range of experiences, perspectives, and transferable skills, and we are looking for someone who will grow with our organization while helping us advance our mission. Join Us in Shaping the Next 129 Years.

COMPENSATION

The position offers an annual salary range of \$46,875 to \$52,525 commensurate based on experience. The PSO has a competitive benefits package that includes holidays and annual vacation, health insurance, access to vision and dental insurance, and participation in a 401k program.

HOW TO APPLY

Send a letter of application and resume as well as any relevant examples of your work to: employment@peoriasymphony.org Peoria Symphony Orchestra is an Equal Opportunity Employer. Application period open until position is filled.

OUR MISSION & VISION

For 129 years, the Peoria Symphony Orchestra (PSO) has enriched Central Illinois through exceptional musical performances, innovative educational initiatives, and meaningful community engagement. Our mission is to entertain, educate, and inspire through music. As we envision the next 129 years, we are embracing a new chapter focused on giving our community ownership of its symphony. We are a donor-centered, mission-driven organization committed to building meaningful relationships, inspiring generosity, and making music accessible and impactful throughout our region. We believe our symphony belongs to the community we serve. Every patron, donor, volunteer, musician, and community partner plays an essential role in shaping its future.