

RICHMOND SYMPHONY

Would you like to be a part of a centerpiece of Richmond's performing arts community? Would you be excited to help the Richmond Symphony change lives through the power of music? Are you ready to step into a professional role in patron services?

The Richmond Symphony

For more than 60 years, the Richmond Symphony has engaged music lovers young and old. The Richmond Symphony sits at the center of the vibrant cultural life of Richmond, Virginia. Its musicians serve as links throughout the community and the orchestra itself provides a vast array of concerts for all musical tastes and ages, including a Masterworks series, The Metro Collection Series (chamber orchestra), a Symphony Pops series, a family Lollipops series, Rush Hour Concerts (one-hour orchestral performances in casual venues), education concerts with full orchestra as well as small ensembles, and a myriad of special presentations. In addition to its performances in the Carpenter Theater at the Dominion Energy Center, the Symphony purchased the "Big Tent" in 2015, a mobile stage with a large and beautiful canopy.

The Richmond Symphony is comprised of 69 professional musicians, with a core of 38 full-time positions due to expand to a core of 41 within the next four years. The 2019/20 season, informally titled the year of "Welcome," is a most exciting year of transition. In September 2018 it was announced that the Richmond Symphony had selected a slate of five diverse and outstanding candidates for the position of Music Director. Each of the finalists is participating in a two-week residency and the selected candidate will succeed Steven Smith, who completed his term as Music Director at the end of the 2018-2019 season, after almost ten years. The second life-changing event in 2019/20 is that the Richmond Symphony will welcome the Menuhin Competition to Richmond in May 2020, considered by many to be the Olympics of the violin – pushing its annual operating budget in FY20 from \$6 million to over \$8.5 million. The Symphony also benefits from a growing endowment overseen by the Richmond Symphony Foundation, with its separate Board, that is expected to reach \$20 million in 2020/21.

Position Highlights

The Patron Services Assistant plays a critical role both in supporting Symphony patrons through ticketing and subscription operations, and by providing limited administrative support for the office. This is an ideal entry level position for a recent college graduate with an interest in the performing arts or arts management. Because this is a public facing role, a positive outlook and pleasant manner are necessary.

Primary responsibilities include:

- Act as face of Patron Services department to the general public and patrons
- Answer patron telephone inquiries regarding symphony programming, subscriptions and single ticket sales
- Execute single ticket and subscription sales through Etix
- Manage group sales including outreach to community groups such as churches, associations and clubs to inform and generate group sales
- Manage will call window at approximately 50% of Symphony concerts and events in coordination with the Patron Services & Sales Manager
- Input and maintain data in Etix ticketing system and Bloomerang donor database
- Office administration includes:
 - Manage IT, copy machine and phone support vendors and coordinate necessary service
 - Handle mail, maintain department and conference room calendars
 - Maintain office supplies including ordering and organization.
- Perform other duties as assigned

The Patron Services Assistant reports directly to the Senior Manager of Patron Services & Sales.

Qualifications

Successful candidates will enjoy working with patrons and internal staff, and be able to provide excellent customer service using good verbal and written communication skills.

Additional qualifications include:

- Bachelor's degree
- Customer service experience
- Resourcefulness and self-sufficiency
- Ability to work effectively in a fast-paced environment with limited resources
- Proven track record of effective time management, flexibility and strong organizational skills
- Discretion in handling confidential conversations, correspondence and records

The Work Environment

Richmond Symphony offices are located at 612 E. Grace Street. The position offers:

- Competitive salary and benefits including health, dental and retirement
- Work space in the Richmond Symphony office (parking provided)
- A fast-paced, open office environment
- Attendance and participation at concerts, events and activities (expected outside of normal office hours and on weekends with advance notice)

The Richmond Symphony strives to create an environment that practices shared values inclusive of the following: Mutual Respect, Empathy, Integrity, Transparency, Trust, Insistence on Excellence, Hunger for Success, Passion, Creativity and Fun.

To Apply

Please send resume, cover letter and references to khiller@richmondsymphony.com. For best consideration, please apply by December 15, 2019.

Any offer of employment is contingent upon successful completion of a background check and demonstrated eligibility for work, including compliance with 22.1-296.1 of the Code of Virginia.

Equal Opportunity Employer.