Patron Services Assistant  
The Richmond Symphony

Is your heart in the nonprofit world? Are you passionate about the arts? Do you enjoy a vibrant, fast-paced environment? Bring your energy and enthusiasm to the Richmond Symphony in the role of the Patron Services Assistant. You will help change lives through the power of music by providing support to ticketing, patrons services, group sales, and marketing at the Symphony.

What exactly would I do?

As the Patron Services Assistant, you will be the first point of contact with patrons as they buy tickets, ask questions about seating and experience, make gifts, and/or discuss options for subscriptions or group sales discounts. You will also attend concerts, work will call, welcome tables, and lobby activations, and assist in overseeing front-of-house operations. As you interface with the public, you will proactively engage in the marketing and sale of tickets and subscriptions, increasing audience and donor participation. Bring your data and analytical skills to building ticket reports and collecting patron feedback with post-concert emails or surveys. Utilize your team building and leadership skills to oversee volunteers and participate in cross-departmental collaboration.

What qualifications and skills do I need?

A commitment to our core values of welcoming, passion, innovation, inclusivity and quality is required. In addition, a general working knowledge of Excel, ticketing systems (Etix) and databases (Bloomerang) would be beneficial. Highly developed communication and customer service skills, attention to detail and the ability to interact professionally with a diverse group of patrons, staff, musicians and board members are all desirable traits.
What is the compensation and benefits?

This is a full-time position with an annual salary of $32,000 plus overtime. Benefits include health, dental, telemedicine, vision, disability and instrument insurances, a flexible spending or health savings account, flexible paid time off, sick leave, free parking, and a 403(b) plan. A combination of in-person and remote work is possible. Significant presence and participation at evening and/or weekend events, concerts and other activities is expected.

How do I apply?

Send an email to apply@richmondsymphony.com with the following information: cover letter (including how you learned about this opportunity), resume, and two professional references with their contact information. Applications will be accepted until the position is filled. Any offer of employment is contingent upon a background check.