



Patron Services and Administrative Assistant– Position Description

The Bozeman Symphony is looking for a Patron Services and Administrative Assistant. Each concert season the Symphony presents a repertoire of symphonic and choral music performed for the benefit of individuals, students, and musicians in south-central Montana. Performances and events include a series of classical subscription concerts, performances aimed at engaging and attracting new audiences under the umbrella of “*Bozeman Symphony Presents*,” and *Current Commotion* – an experimental music series that allows the Bozeman Symphony to be on the cutting edge of our industry, and a strong desire to increase our summertime music presence. The Bozeman Symphony Orchestra and Symphonic Choir have established themselves as significant cultural icons in Montana, whose history is marked by artistic excellence.

General Summary: The Patron Services and Administrative Assistant works to ensure that administrative office operations run smoothly. The position provides support and reports to the Box Office Manager. The position assumes the responsibility as a primary point of contact for various publics who interact with the Bozeman Symphony through in-person interactions, on-screen, or over the phone.

Duties and Responsibilities:

- Provide excellent customer service to all patrons, musicians, visitors, and vendors
- Manage communications in the office
 - serve visitors by greeting, welcoming, and directing them appropriately
 - answer phones (assist patrons and vendors and/or direct calls)
 - respond to voicemail messages
 - update phone menus with relevant production information
 - create signage for general office closure
 - respond to patron inquiries and comments on the Symphony’s Info email account
- Maintain a solid understanding of the organization’s ticketing system (Audience View and Patron Manager) to support staff and provide direction as needed.
 - Assist the Box Office Manager with ticketing for patrons, in person, over the phone, by mail, and at concerts and special events.
- Assist administrative team members (primarily box office, marketing, and development) for the purpose of supporting the completion of their work activities as approved by the Box Office Manager.
- Assist administrative team members by taking minutes at staff meetings and following up with action items as assigned; provide support by preparing meeting rooms through the setup of

virtual meeting equipment, virtual meeting rooms, communicating and troubleshooting as necessary.

- Maintain confidentiality with sensitive information related to human resources, employee and/or patron data.
- Take inventory and restock office supplies; maintain relationships with vendors.
- Perform general clerical duties such as scanning/printing/copying/faxing.
- Support a positive working environment by maintaining general office upkeep.
- Coordinate with bookkeeper to make bank deposits as required.
- Manage postage, mailing, and shipping tasks, including taking mail daily to post office or appropriate shipping companies.
- Contact vendors when technical support is needed such as photocopier maintenance and IT needs.
- Organize and prioritize critical issues as identified.
- Maintain master events calendar.

Requirements:

- A college degree or equivalent experience.
- 2+ years of professional work experience.
- Ability to provide exceptional customer service.
- Ability to articulate well over the phone.
- Availability to work concert weekends and special events.
- Must be dependable, reliable, and exhibit a calm, professional demeanor.
- Be a team player with effective communication skills, both oral and written, and organizational abilities.
- High degree of accuracy and exceptional attention to detail.
- Ability to be a self-starter, learn quickly, problem solve, and possess a “can-do” attitude.
- Strong computer skills with proficiency in MS Office (Excel, Word, Outlook).

Preferred Qualifications:

- Previous administrative work experience preferred.
- Experience in nonprofit work.
- Passion for arts and classical music.

Compensation: \$20/hour

Job Type: Full-time, hourly, non-exempt

Hours: 9a.m. – 5p.m. Monday – Friday, PLUS availability for box office support that takes place on select evenings and weekends. Adjustments to the 9-5 daily schedule may be used to accommodate the evening and weekend hours, when possible, per the Box Office Manager (see flexible schedule below)

Benefits: Paid vacation; paid holidays (including Fridays off following performance weekends); paid sick days; Medical, dental, and vision insurance; Simple IRA after one year; complimentary tickets to performances and events (when available); flexible schedule (when available).

The Bozeman Symphony is an Equal Opportunity Employer.