



Job Posting

PATRON SERVICES ASSOCIATE

Now in its 72nd year, The Santa Barbara Symphony is experiencing unprecedented momentum delivering artistic excellence, outstanding music education programming, and being a catalyst for community collaboration. The Santa Barbara Symphony Patron Services Associate serves as both a front-line representative for the Santa Barbara Symphony, engaging directly with a growing base of loyal season ticket subscribers and donors, and providing key internal support via the Tessitura Database. This is a full time, 40 hour/week, non-exempt position.

Reports to: Development & Database Manager

Ticket Sales & Processing

- Serve as front desk/receptionist to The Symphony
- Assist with the execution of the annual subscription renewal campaign and ticket mailing
- Assist patrons, resolve issues, and answer questions regarding seating, subscriptions, and tickets by phone and in person

Processing Donations

- Responsible for the processing of gifts in the Tessitura database, ensuring the accuracy of gift coding
- Responsible for coordinating the printed gift acknowledgment process; ensuring timely and accurate, acknowledgments and tax receipts are issued for gifts received, including managing tracking methods for all steps of the process and quality assurance and review for merge data
- Update honor roll on website monthly

Steward Donors and Subscribers

Under the direction of the Development Manager, the Associate will be expected to:

- Assist with concerts, donor events and other special events including some evenings and weekends
- Coordinate & implement year-long Donor acknowledgment process and appreciation campaign involving Board members: (1) creating donor note cards and (2) phone calls for gift acknowledgment
- Coordinate and implement welcome cards on patron seats list: VIPs, patrons, sponsors, first time attendees, first time donors, musician housing hosts, etc.
- Assist with quarterly annual donor appeals, coordinating our fundraising emails

Attributes a candidate may find helpful:

- Bachelor's degree preferred, but not required
- Excellent customer service background, interpersonal and phone skills
- Ideal Candidates will have experience working in a non-profit development department.
- Strong attention to detail, highly organized and able to multitask and prioritize tasks
- Excellent project management and communication skills; experience meeting deadlines
- Strong writing and communication skills, including handwriting, and exceptional attention to detail

- Should be proficient at Google Office Suite, Microsoft Word, Excel and PowerPoint, Mailchimp or other email subscription programs is helpful,
- Working knowledge of Tessitura donor database or similar (preferred).
- Must be able to lift a minimum of 25lbs.
- Must be available evenings/weekends as scheduled.

Compensation and Benefits:

- \$25 per hour and a generous benefits package that includes
 - Insurances: medical, dental, vision and life
 - Eligibility to take part in the 403(b) retirement plan and 3% employer match (subject to board approval annually)
 - Paid time off & 12 paid holidays

To apply, please submit a cover letter and resume to jobs@thesymphony.org describing your interest, qualifications, and experience. Electronic submissions are preferred. No phone calls please.