

## **Fresno Philharmonic**

### **Patron Services Assistant**

**Part-Time (20-30 hours per week)/Non-Exempt**

**Position Available Immediately**

**Posted: January 10, 2022**

#### **Organization Description:**

The mission of the Fresno Philharmonic is to *enrich and transform the lives of the residents of the Central San Joaquin Valley through performances of great music*. The organization is currently its 68th season of presenting professional symphony orchestra concerts in Fresno. The Fresno Philharmonic also serves over 8,000 Fresno County elementary students with its educational programs each year. Full information on our concerts and educational programs may be found at [fresnophil.org](http://fresnophil.org).

#### **Position Summary:**

The Fresno Philharmonic seeks a part-time Patron Services Assistant to work with the Patron Services Manager and other staff to provide administrative support for a comprehensive strategy to acquire and retain patrons and donors, including Ticket Sales, Annual Fund, Sponsorships, Grants and Special Events, as well as serving Fresno Philharmonic patrons directly in our box office. Primary duties focus on maintaining accurate patron records in the patron database (ChoiceCRM), and assisting with patron communications and Annual Fund mail campaigns.

#### **Duties and Responsibilities:**

- Take phone and in-person ticket orders and process box office concert ticket transactions;
- Maintain and update the Fresno Philharmonic's patron database including recording of gift and ticket information, processing gift and ticket transactions and generating development and sales reports;
- Assist in the planning and staffing of donor recognition and cultivation events;
- Provide administrative support for annual fundraising events;
- Attend Fresno Philharmonic concerts to work in the venue box office, including transport and set up of lobby displays and other duties;
- Assist in production of several mail solicitations and appeals each year, including copy editing, pulling and editing mailing lists, and coordinating printing and mailing services;
- Produce donor acknowledgment letters and coordinate benefit fulfillment;
- Handle miscellaneous development and administrative tasks as necessary and assigned.

**Qualifications and Requirements:**

The candidate will possess the ability to communicate clearly and persuasively in person and in writing; to interact effectively with patrons, donors, constituents and colleagues; to work independently while handling multiple assignments simultaneously; to pay close attention to detail and meet deadlines consistently; to demonstrate proactive thinking; to anticipate obstacles and to take initiative as challenges and opportunities arise. The ideal candidate will be a team player and consistently show enthusiasm, curiosity, willingness to pitch in where needed and collegiality.

Experience in an administrative or support role required. Experience in an arts-related or public benefit organization strongly preferred. Two or four year degree or equivalent knowledge/experience required. Solid computer skills including use of databases, Microsoft Word and Excel are a must. Background or interest in music and/or the arts is a plus.

20-30 hours per week. Scheduling flexibility including evening and weekend hours for Fresno Philharmonic concerts, meetings and events required. Valid California Driver's license required.

Starting compensation \$15 per hour. Benefits include company paid health, dental and vision insurance for employee.

**To apply:**

Please email the following materials to Stephen Wilson, President & CEO, at [swilson@fresnophil.org](mailto:swilson@fresnophil.org):

1. A cover letter that addresses the unique skills you would bring to the position, your professional goals, and availability.
2. A resume.
3. Three (3) references.

Applications will be reviewed on a rolling basis until the position is filled.