

Johnstown Symphony Orchestra

Donor Services and Ticketing Specialist

The Johnstown Symphony Orchestra (JSO) is seeking a dedicated full-time, professional customer service expert who will be the first point of contact for all ticket purchases and our large family of donors and sponsors. The Donor Services and Ticketing Specialist is responsible for ensuring the daily data entry of donor contributions, timely donor acknowledgements, and in answering incoming donor queries. Accurate and timely data entry of donor and gift information allows the organization to steward these funds in the manner and timeframe in which they have been entrusted to us. Data accuracy also assists with donor cultivation and engagement. Ultimately, successful donor relationships will allow our organization to grow and reach more people. This position maintains audience data, implements the season's ticketing, manages sales and sales reporting. This position coordinates the box office, ensuring the public have in-person access to ticket assistance during our published hours and onsite at venues where the JSO performs.

About the position

- Reporting to: Executive Director, dotted line to Director of Donor Relations
- Location: Onsite work. Must be onsite for box office hours, all fundraising campaign preparation, concerts, and fundraisers with flexibility to conduct other work remotely as appropriate
- Primary collaborating colleagues: Director of Donor Relations, Production manager, board, volunteers

DUTIES AND RESPONSIBILITIES

Donor relations and gift processing

- Gift processing and donation acknowledgements
- Administrative support for donor mailings
- Collection and organization of donor data
- Maintenance of donor database
- Administration of all donor reporting
- Payment processing
- Accounting reporting
- Onsite for all JSO fundraising events

Ticketing and sales

- Ticketing system data maintenance and season set-up
- Subscription sales
- Single ticket sales
- Collection and analysis of patron data
- Coordinate patron communication and customer service initiatives
- Payment processing

- Accounting reporting
- Onsite for all ticketed JSO events

Office management

- Mail administration
- General inquiries email administration
- Office equipment coordination and maintenance
- Office supply coordination
- Coordinate and train office volunteers
- Other duties as assigned

REQUIRED SKILLS AND ATTRIBUTES

- 2-5 years of experience in office administrative role
- High technology competency
- Exceptional attention to detail
- Problem-solving expertise
- Excellent customer service skills and warm and welcoming demeanor
- Ability to maintain high standards of professionalism in a busy environment with many distractions
- Ability to assess tasks and situations accurately and swiftly to define priorities
- Understanding of and experience with performing arts ticketing environments
- Ability to maintain confidentiality and treat donor records and requests with delicacy, respect, and discretion
- Experience in classical music a plus
- Proven experience managing the needs and expectations of a wide range of constituents, including musicians, vendors, staff, donors, and audience members.
- Proficiency in MS Office, MS SharePoint, any online ticketing interface or donor management system such as Tessitura, Arts People, Donor Perfect, etc.
- Must have own transportation and valid driver's license.

Physical Environment

- Work is primarily performed in an office environment at a workstation while using a telephone and sitting at a computer screen for extended periods
- Extensive computer operation with repeated finger motions
- Filing and minimal lifting (5-15 lbs)
- Must be able to move around the office, easily traverse stairs, and get to the equipment and filing cabinets
- Occasional exposure to extreme temperatures through assignments located outside
- Noise level is usually moderate



416 Main Street, Ste. 202, Johnstown, PA 15901 (814) 535-6738

Hours

- 40 hours per week
- Must be available for evening and weekends to meet the demands of a busy performing arts production schedule
(average 12-16 events per year)

To apply:

- Please email a cover letter and resume to Executive Director, Ms. Erin Codey, at ecodey@johnstownsymphony.org