



620 West Main Street, Ste. 600  
Louisville, KY 40202  
LouisvilleOrchestra.org

## POSITION DESCRIPTION

<b>Position Title:</b>	Patron Services Associate
<b>Status:</b>	Full-Time, Exempt
<b>Reports to:</b>	Director of Patron Services
<b>Job Summary:</b>	The Patron Services Associate is responsible for providing support which shall help to establish and build positive relationships with the Orchestra's consumer base, both in terms of offering exceptional concert experiences and in supporting a robust pipeline that grows patron revenue through the LO's subscription and membership programs.

### Duties and Responsibilities

- Provide general administrative support to the Director of Patron Services, Director of Leadership Gifts, Director of Individual Gifts, and Director of Business Partnerships
- Process pledge and gift acknowledgement letters
- Administer the Matching Gift program
- Monitor patron accounts in Tessitura for accuracy and duplications; build and extract lists as needed or requested; provide the monthly donor list for *Audience* magazine
- Manage the Patron Services Department's inventory of supplies (e.g. letterhead, CDs)
- Track Patron Services invoices to the budget and report any anomalies
- Coordinate ticket donation requests from outside organizations
- Assist with patron and membership events and activities, including Coffee Concert, Donor Lounge, and Champagne Toast set-up, open rehearsals, *SoundBites*, Conductor's Society and Whitney Society events, the Annual Meeting, and other special events
- Participate in outbound and grassroots patron acquisition campaigns
- Staff ticket office, donor lounges, and/or front of house at assigned performances and events; provide excellent customer service, addressing any patron question, need, complaint, or concern
- Other duties as requested or assigned

## **Qualifications**

- ❑ Bachelor's degree
- ❑ Strong interpersonal, organization, communications, and customer service skills
- ❑ Diplomacy in handling sensitive information
- ❑ Highly self-motivated, metric driven, and goal-oriented with an acute attention to detail and the ability to manage multiple projects simultaneously
- ❑ Proficient in Microsoft Office; Tessitura experience preferred
- ❑ Must have a flexible schedule and be able to work some evenings and weekends
- ❑ Possess a valid driver's license and have access to reliable transportation
- ❑ Must be able to lift 25 pounds, unassisted
- ❑ Must have a positive attitude, be able to work as part of a high-functioning team, and possess a passion for the performing arts, as well as a strong desire to bring them to audiences

## **Compensation and Benefits**

Salary range for this position begins in the low \$30Ks. The Louisville Orchestra offers a comprehensive benefits package including medical insurance, life insurance, vacation and sick time, parking stipend, 403b contribution, and a diverse offering of voluntary benefits.

## **About the Louisville Orchestra**

The Louisville Orchestra has long had a strong reputation for innovation, creativity, and excellence. Its 58 full-time musicians and 24 staff members present a 34-week season that includes classical, popular, and educational main stage concerts, a diverse array of programming throughout the community, and performances with the Kentucky Opera and Louisville Ballet.

## **To Apply**

Send a cover letter, resume, and three professional references to [nkoch@louisvilleorchestra.org](mailto:nkoch@louisvilleorchestra.org). Candidates selected for further consideration will be contacted. Position will remain open until filled. References will not be contacted until the final round of interviews. No phone calls please.