

Helena Symphony

ALLAN R. SCOTT | MUSIC DIRECTOR

JOB DESCRIPTION

POSITION: Events & Box Office Coordinator

REPORTS TO: Director of Patron Services and

Director of Development & Communications

JOB DESCRIPTION

The Events & Box Office Coordinator is responsible for working with and assisting the Helena Symphony in an open, efficient, and professional manner, and assisting the Director of Patron Services, the Director of Development & Communication, and the Director of Artistic Planning in the accomplishment of the Helena Symphony's mission. The ideal candidate understands and embraces the Music Director's vision and goals of the Helena Symphony and the role the Helena Symphony plays in the region.

The Events & Box Office Coordinator works with the Director of Patron Services with day-to-day operations of the Symphony offices, including with box office, interacting with patrons, answering the phones, welcoming visitors, and working with office volunteers. Other duties include coordinating details for upcoming fundraisers and receptions, identifying housing for visiting musicians, going to the bank as needed, maintaining relationships with and scheduling volunteers, and working with other members of the Symphony staff. The Events & Box Office Coordinator also assists with "front of house" duties during performances.

RESPONSIBILITIES

Box Office & Patron Services

- Promotes a positive image of the Helena Symphony by greeting and receiving visitors to the Symphony office, responding to inquiries from diverse Symphony publics (Board, staff, musicians, donors, patrons, etc.), providing authoritative information regarding Symphony policies or decisions, referring inquiries or problems to the appropriate staff, resolving problems, and following up to determine the inquirer's satisfaction and response. Responsible for accuracy and professionalism of all written and oral communication.
- Work directly with the Director of Patron Services to assist with day-to-day office operations, including box office duties, tracking donations, sending thank you letters to patrons, answering the phones, and general emails.

- Serve as first point of contact for all Symphony office visitors, via phone, and in person, and, providing requested information or routing calls to the appropriate individuals.
 - Oversee daily function and operation of Symphony office, working with the Director of Patron Services to ensure office is organized and functional with all supplies needed for daily operations.
 - Perform daily banking and financial reporting duties, including coordination of financial systems when the Director of Patron Services is away from the office. This may include check printing and deposit reporting in addition to daily duties.
- Coordinate scheduling office volunteers to ensure coverage of the box office and other projects for volunteers with the Director of Patron Services.
 - Contribute to the overall success of the Helena Symphony by performing other essential duties and responsibilities as assigned by the Director of Patron Services.

Development & Events

- Collaborate with and assist the Director of Development & Communications and Executive Assistant with planning and implementing the Helena Symphony Opening Night After Party, Masquerade, and all sponsor and donor receptions.
 - Function as the primary on site coordinator for the annual Opening Night After party and Masquerade.
 - Identify and secure all event volunteers for Opening Night After Party and Masquerade.
 - Coordinate pick-up and drop-off of catering for all Helena Symphony receptions.
 - Create and send all Helena Symphony reception invitations.
- Maintain the annual calendar for event planning responsibilities. Create goals, priorities, and agendas for the Helena Symphony Special Events Committee. Coordinate and secure contracts and vendors for Helena Symphony special events.

Housing & Hospitality Coordination

- Coordinate and confirm with Director of Artistic Planning, Helena Symphony musicians, and volunteer housing hosts the logistics of musician (and occasional crew and guest artist) stays in Helena.
 - Establish and maintain relationships with housing volunteers and local hotels, motels, and lodging donors to provide housing and maintain budget goals for each Helena Symphony Concert. Seek out and secure additional low- or no-cost housing for musicians.
 - Establish and maintain the annual housing and hospitality calendar to ensure timely planning and timeline construction to minimize cost and meet goals.
 - Maintain hospitality and housing spreadsheets to coordinate hosts, musicians, travel and transportation needs, as well as relationships with housing providers. Enforce Helena Symphony housing protocol and procedures.
- Coordinate rehearsal hospitality water and coffee service for musicians and guest artists on a per-concert basis, and secure and coordinate delivery of meals or snacks as needed for larger productions or special events.

REQUIREMENTS

- Superior organizational skills and meticulous attention to detail
- Demonstrated ability to work independently and with a team
- Self-motivated, detailed oriented and highly organized, with the ability to successfully balance multiple tasks
- Demonstrated understanding of timelines, workflow, and planning on an annual basis with ability to create and maintain calendars and task lists
- Experience with using applications and management systems to plan, develop, and implement timelines and create effective follow up and execution strategies
- Ability to complete tasks in a timely fashion while working with interruptions and be flexible in various scenarios
- Must own, opera, and maintain a smart phone
- Ability to maintain close, collaborative working relationships with staff
- Excellent computer skills with detailed working knowledge of Microsoft Office and task management applications, along with working knowledge of general office practices and procedures, including filing practices and telephone etiquette
- Skilled in English grammar, punctuation, and document formatting
- Ability to listen and respond with respect and understanding and willingness to seek solutions to assist and create a warm, professional atmosphere in the office and off-site
- Ability to follow written and oral instructions
- Ability to maintain confidentiality of information, and use judgement with the highest integrity and ethical standards
- Understand and support the mission, goals, structure, and artistic vision of the Helena Symphony
- Must have an appreciation for classical music and understanding of its value in the community