



The Tallahassee Symphony Orchestra invites nominations and applications for the position of Director of Patron Services.

The Organization

Currently completing its 41st season, the Tallahassee Symphony Orchestra (TSO) stands as a model for regional orchestras across the country. As an integral part of Tallahassee's cultural scene, the TSO seeks to serve the entire diverse community through unique and uplifting musical experiences. As part of a larger, nation-wide group of American orchestras 1000+ strong, the TSO strives to advance the art form of orchestral music and to conduct best practices in all areas of business.

Over the past season, the TSO has gradually returned to in-person performances and additionally continues to live-stream all subscription concerts as a new way of doing business. The TSO's 2022-23 season includes 18 concerts: 8 Classics concerts, 2 Holiday Pops events, 3 Young People's concerts, a Halloween Spooktacular event, a Queens of Soul Concert (in partnership with Opening Nights), a 4th of July concert (in partnership with the City of Tallahassee), a partnership with Word of South Festival in April, and 2 chamber music events.

The TSO is governed by a 36-member Board of Directors who meet approximately 9 times annually (including a half-day board retreat); the organization receives volunteer and fundraising support from the Tallahassee Symphony Society. The TSO's operating budget in 2022-23 is approximately \$1.3 million and there is an administrative staff of 3 full-time and 4 part-time employees. The TSO also receives administrative help from two paid interns.

The Position

The Director of Patron Services will engage in a broad array of activity, with focus in particular on duties related to attracting and maintaining audiences, event planning, and operations. The Director of Patron Services manages the TSO's Customer Relations Management system, "Patron Manager," and in this capacity is involved in box office sales, subscription sales and renewals, event creation, reporting, mass mailings (including year-end tax letters), and general maintenance of the database. As event planner, the Director of Patron Services will work collaboratively with the CEO and Director of Development and Marketing to plan and execute all events, including concerts, fundraisers, receptions, board meetings, and activities of the Tallahassee Symphony Society. The Director of Patron Services will also contribute significantly to the day-to-day operations and maintenance of the TSO office, and will often serve as first point of contact for all calls coming into the office. Other duties and responsibilities will include:

- Basic website maintenance (note: a new TSO website will launch August 1, 2022)

- Oversee subscription concert streaming
- Assist CEO in managing sponsor agreements
- Oversee E-mail marketing communications
- Assist Director of Development and Marketing with social media and other marketing
- Assist Personnel and Operations Manager on concert operations/event planning and documentation
- Coordinate/oversee open rehearsal and accompanying activities
- Other duties as necessary

The Director of Patron Services will represent the TSO to other community organizations and, as representative of the TSO, is encouraged to be involved in civic life. The Director of Patron Services works closely with the Director of Development and Marketing, and both positions report to the CEO.

Candidate Profile & Skills

The successful candidate will be organized, creative, and energetic, with the ability to manage competing priorities and deadlines effectively. The position requires the ability to work in a small office environment where all employees are expected to work on a broad range of tasks that vary seasonally. Night and weekend work will sometimes be required of the candidate.

This position requires superb interpersonal and communication skills, and skill in dealing with patrons, board members, donors, and sponsors as well as musicians and vendors. The successful candidate will have a deep commitment to community engagement as central to the purpose and mission of the orchestra. Knowledge of classical/orchestral music is preferred but not required.

The successful candidate will demonstrate the ability to work well under pressure and will exhibit maturity, self-confidence, and a sense of self-awareness. The successful candidate will welcome the opportunity to be an active participant in the life of Tallahassee, and have a passion for the performing arts.

The successful candidate will have a minimum of two years of relevant work experience and a bachelor's degree, with advanced degree(s) a plus. Competency at the Microsoft Office Suite essential. The ability to learn to navigate both Patron Manager, the TSO's Customer Relations Management system, and the TSO's website platform, is required. This position sometimes requires the ability to lift and carry objects up to 25 pounds.

Compensation and Benefits

Salary commensurate with experience. Benefits include health insurance, paid vacation, and sick leave. SIMPLE IRA after one year.

Applications

Please send a letter of application, resume, salary requirements, and contact information for 3 references. All applications will be confidential and references will not be contacted without the candidate's consent. No phone calls, please. Applications will be accepted through Friday, June 10, 2022 or until the position is filled. Please send materials to Dr. Amanda Stringer, CEO at director@tallahasseesymphony.org.