Wisconsin Chamber Orchestra
Patron Services Coordinator
Position Description

Overview:
The Wisconsin Chamber Orchestra (WCO) seeks a Patron Services Coordinator to join our dynamic team to manage the overall patron experience for concerts goers, from back-end database management to top notch front-end customer service. The 60-year-old professional orchestra has a strong base of followers with the potential to dramatically increase the patron base through sound patron management.

Reporting to the Chef Marketing Officer, the Patron Services Coordinator manages all event ticketing, pricing, ticket sales and revenue reporting, and patron (customer) service. As the face and primary contact for our ticketholders and season subscribers, the Patron Services Coordinator is dedicated to providing a smooth, effortless, and positive ticket-purchasing and fulfillment experience to our patrons, new to the WCO and long-standing supporters of the chamber orchestra. Part box office manager, part customer care, this role requires organization and strong interpersonal and problem-resolution skills. The position will also work with the Development Manager to accurately track all donations in the database.

As the WCO and the orchestra field moves aggressively towards creating a more diverse, equitable and inclusive environment for all stakeholders, the work will be grounded in supporting efforts to dismantle barriers to participation, create welcoming environments for learning and discovery, and open the conversation for how the WCO enriches the community through music.

This individual contributor position is a part-time, 30 hour per week position with benefits. Hourly wage for this position begins at $16–19/hour, depending on experience. Candidates with diverse experiences and backgrounds are encouraged to apply.

Who you are:
- 2+ years of experience with ticket sales and database software use and knowledge strongly preferred
  - Tessitura, or other ticketing software experience and knowledge strongly preferred
- Proven track record of providing high-level customer service with excellent interpersonal communication skills
- Ability to remain calm under pressure and seek win-win solutions to customer service complaints
- Friendly, outgoing with great customer service skills
- Patron management and/or box office experience preferred
- Work evenings and weekends as required
- Attention to detail and problem-solving skills
- Strong organizational and planning skills
- Proficient in Microsoft Word & Excel

Position Responsibilities:
ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:
The following are the primary/essential functions of the position, although are not all-inclusive.

- In our ticketing software, build all ticketed events to include pricing, discount codes, group sales, and tracking information in Tessitura (our platform) and other ticketing platforms
- Process and fulfill all ticket orders, including season subscriptions, group sales, and single ticket orders through email, phone, and walk-in orders
• Assign seats to Masterworks season subscribers, coordinate season ticket mailings, and handle ticket exchanges throughout the season
• Provide exemplary customer care, fielding and resolving all subscription and single ticket questions, issues, and concerns from patrons via phone, email, or in-person
• Establish and enforce policies regarding ticket sales, complimentary tickets, returns, exchanges, and service fees both internally and externally
• Work with CMO to orchestrate and facilitate all aspects of the subscription renewal process and new subscription campaign
• Manage inventory to maximize revenue potential, including dynamic pricing and promotions
• Ensure best practices are followed when utilizing Tessitura, accurately creating, maintaining, updating, and tracking patron accounts
• Provide timely ticket sales reports to the CMO and CEO
• Process and track financial gifts and donations to the WCO in a timely and accurate manner, including entering checks, pledges, cash, stock, and in-kind donations into the Tessitura database
• Serve as ticketing software (Tessitura) point of contact, leading and systematizing all Tessitura tasks
• Support the marketing team to proof marketing materials, help with corporate and event marketing mailings, volunteer scheduling, box office will call, and event set-up and tear-down

About the Wisconsin Chamber Orchestra:
Founded in 1960, the Wisconsin Chamber Orchestra (WCO) is one of the elite chamber ensembles in the United States and is dedicated to advancing Wisconsin communities through the transformative power of music. Under the direction of Maestro Andrew Sewell, the WCO leverages the unique characteristics of chamber music to bring a wide variety of repertoire to audiences in settings that range from the formality of the concert hall to the intimacy of smaller community venues and the open accessibility of parks and other public spaces. Through collaborations with regional performing arts groups and touring performances, the WCO extends its artistic programming to broader audiences and communities across Dane, Columbia, Jefferson, Waukesha, and Sauk counties.

The WCO is nationally known for its summer series Concerts on the Square®, drawing over 200,000 patrons annually to downtown Madison. Via its annual education programs including the Family Series, Young Artist Concerto Competition, and Super Strings program, the WCO provides artistic development opportunities for young musicians.

To learn more about the Wisconsin Chamber Orchestra visit www.wcoconcerts.org.

To apply, please email a cover letter and resume to Suz Brewer, CMO at suzbrewer@wcoconcerts.org.

Please apply by August 20, 2021 for best consideration.