



POSITION TITLE: Audience Services & Database Manager

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Reports to: Executive Director

FSLA status: Part-time (.5 FTE), exempt

Supervision exercised: None

SUMMARY: The Audience Services & Database Manager oversees the audience-facing operations of the Portland Columbia Symphony, serving as the primary point of contact for customer service, ticket sales, donation processing, and phone reception. Additionally, they maintain the overall hygiene of the customer/donor management database, and support the Executive Director with accurate reports and customer lists for marketing and fundraising campaigns. This position has a high potential for growth.

ESSENTIAL DUTIES:

1. Serves as primary point of contact for patrons, providing outstanding customer service at all times and responding promptly to customer inquiries.
2. Works directly in Arts People CRM to set up all events, including single tickets, subscriptions, discounts and promotions, pricing, etc.
3. Manages sales for all ticketed concerts and events, processes all phone/online orders and donations as they come in, and prints/mailed tickets.
4. Maintains customer database with accuracy and impeccable attention to detail.
5. Builds and runs reports using the database.
6. Creates segmented customer lists, including inclusions and exclusions, using the database.
7. Attends and works all concerts, managing ticket sales and providing customer service at the hall.
8. Builds audience surveys in Survey Monkey and coordinates other surveys as needed.
9. Serves as office reception during work hours.
10. Helps promote and maintain partnerships with retirement communities and other group sales prospects.
11. Assists with in-house mailings and other administrative duties.
12. Attends staff meetings and other meetings as required.

QUALIFICATIONS:

1. Bachelor's degree preferred.
2. Demonstrated success working in a non-profit customer service environment.
3. Minimum 2 years of related experience in ticket services and database management, using Arts People, Patron Manager, Tessitura, or similar CRM.
4. Excellent written and verbal communication skills.
5. Ability to remain calm under pressure and solve problems as they arise.
6. Ability to work flexible hours, including nights and weekends on occasion.
7. Competency in the use of Microsoft Excel, Word, and Google Docs.
8. Knowledge of classical/orchestral music a plus.
9. Must have reliable transportation.

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