



Manager of Patron Services and Office Administration

New Century Chamber Orchestra

Reports to Executive Director

Part-Time Hourly (10-15 hours/week)

About New Century Chamber Orchestra (<http://www.ncco.org>)

New Century Chamber Orchestra is a virtuoso string ensemble that presents classical music in fresh and exciting ways to audiences throughout the San Francisco Bay Area and through national and international touring. Founded in 1992, this 19-member conductorless ensemble has offered innovative programs and performances of extraordinary quality for more than 28 years. The internationally acclaimed British violinist and Deutsche Grammophon recording artist Daniel Hope has been the ensemble's Music Director since 2018.

The gifted musicians of New Century come not only from the Bay Area but from across the United States and Europe. New Century's performances are the result of a dynamic and collaborative rehearsal process that yields concerts of remarkable intimacy, precision, passion, and power. During the unprecedented disruption in concerts due to the pandemic, New Century pivoted to digital media production, releasing several concert films that can be found on NCCO.org. The 2021-22 Season marks the orchestra's return to live performances, including four programs presented in the East Bay, the Peninsula, Marin, and San Francisco, and a debut appearance on the Stanford Live series at Bing Concert Hall. In June of 2019, New Century made its first-ever European tour, performing 10 concerts in Germany and Poland, including at the Philharmonie Essen and venerable Schleswig-Holstein Music Festival. The Orchestra has plans to tour Europe again in the summer of 2023.

New Century Chamber Orchestra is governed by a 12-member Board of Directors and has an administrative staff of five. The 2019-2020 operating budget was \$1.6 million.

The Position

The Manager of Patron Services and Office Administration role is a critical link between New Century's audience and the organization itself. Through a mix of phone, email and in-person touchpoints, this role represents the face of the organization for many members of our audience. Behind the scenes, the Manager of Patron Services and Office Administration helps solicit, organize, and convey important information about our patron community in addition to helping maintain an efficient and functional office environment for our staff. While this part-time role requires on-site presence during concert and event periods, it is designed to offer flexible scheduling and occasional remote work opportunities. This role reports to the Executive Director.

Patron Services Duties:

- **Subscription Campaigns:** Coordinate subscription renewal campaign, including drafting patron correspondence, copy editing season brochure, calling subscribers to encourage renewal, and processing mail-order subscriptions received directly by New Century.
- **Ticket Sales:** Oversee and support the activities of New Century's box office partners, including confirming ticket scaling and seating capacity for all venues and handling messages and calls from New Century patrons regarding ticket exchange and donation requests. Coordinate complimentary ticket requests for New Century staff and musicians, along with outside non-profit partners.
- **Concert Weeks:** Concert weeks are an elevated time of activity for the entire organization, where more physical presence at concert venues is required. Arrive early to every concert to assist with setup and stay after it is finished to assist with teardown. During the event, staff the sales table to answer patron questions, assist with merchandise sales, and troubleshoot ticket issues with City Box Office personnel.
- **Patron Communication:** Write and send monthly newsletters and concert reminders to New Century constituents. Maintain an updated contact list for patron correspondence. Administer production of concert program books with outside vendor. Proofread and copy edit New Century materials and website as needed. Respond to general phone and email inquiries to New Century.
- **Community Engagement:** Recruit, coordinate and follow-up with community partners (schools, low-income senior centers, etc.) for participation in "Hall Pass" program. Manage open rehearsals guests, which includes coordinating invitations for groups, ordering refreshments, and checking in attendees at the door.
- **Database Management:** Maintain current and detailed entries regarding patron and donor activity, compile and enter third-party data (e.g., from box office partners) into Patron Manager database, create and run reports related to patron activity for colleagues.
- **General Duties:** Staff additional New Century events (gala, awards luncheons, donor events, etc.) as needed. Compile photos, bios and other materials for press and promotion as requested. Attend, take notes, and circulate minutes at Board of Director meetings. Additional duties as assigned.

Office Administration Duties:

- Maintain an organized office environment, including ordering supplies, assigning email and phone access, collecting and distributing mail, and other related activities.
- Liaise with property management to ensure access to the building for all staff, compliance with building protocols, and communication about workplace needs.
- Manage information resources, such as access to email and phone accounts, digital and physical filing systems, software purchases, and communicating with staff about best practices.
- Assist with scheduling meetings, organizing large mailings, or arranging pick-ups and deliveries on occasion.

Qualifications

- Fluency with common office technology, such as Microsoft Office and Google Office Suite products, customer management databases (Salesforce PatronManager or similar), communication tools (MailChimp, etc.), and cloud storage systems (DropBox, Google Drive, etc.). Experience organizing, correcting, and updating entries within these systems.
- 1-2 years of customer service, ticketing, or box office experience, either in-person or remotely. Ability to develop and sustain patron relationships over multiple events, in a combination of in-person, phone and email touchpoints.
- Professional writing and/or editing experience, particularly in the areas of newsletters and marketing copy.
- A bias towards organization and efficiency, with experience working independently.
- Knowledge of and enthusiasm for orchestral music is ideal.

Compensation

Hourly compensation starts at \$25/hour and is commensurate with qualifications and experience. This part-time position is non-exempt and entitled to overtime wages as applicable.

Applications

Please send a letter that describes your specific interest and qualifications for the position and a resume. All applications will be considered confidential. Email all submissions to rlonsdorf@ncco.org. Microsoft Word or Adobe Acrobat PDF attachments only, please.

New Century Chamber Orchestra is an equal opportunity employer; the organization actively encourages applications from candidates of diverse cultural and socioeconomic backgrounds. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.