



*The Sacramento Philharmonic & Opera
brings the Sacramento community
together to inspire curiosity and
transform lives through music*

Patron Services and Administrative Associate

Reports to: Chief Revenue and Development Officer
Hours/Compensation: 40 Hours per Week, Hourly, Non-Exempt; \$18/hour

As the Sacramento region's premier and professional classical music performing arts company, the Sacramento Philharmonic & Opera (SP&O) is committed to attaining the highest caliber of music, bringing the community together to inspire curiosity and transform lives through music, and the taking necessary steps to ensure that our organization represents the Sacramento region and is accessible by the whole community.

This is an exciting time of growth and strategic planning for the SP&O, and patron relationships and data management will be foundational to our success. Reporting to the Chief Revenue and Development Officer, the Patron Services and Administrative Associate will assist in daily, weekly, and monthly box office procedures, while also serving as an integral part of the administrative processes of the SP&O.

Responsibilities

- Answer all box office phone calls; return all missed calls, voicemails, and emails; and ensure outgoing voicemail message is current and accurate.
- Sell single tickets/subscriptions, fulfill triplets/four-packs, exchange/refund tickets, process ticket donations, mail tickets, and route patron requests to the proper staff.
- Create daily mail log/route to appropriate staff, and process all donations to the SP&O.
- Run end of day procedures – deposit checks, combine records of transactions into one document, and move file into appropriate location for Finance/CRDO to access.
- With Finance, reconcile all donations and ticket purchases monthly.
- Prepare, route for approval, and send donation thank you letters as gifts are received.
- Pull reports for various marketing and fundraising projects.
- Control patron/donor data integrity and ensure Spektrix is accurate and updated.
- Operate will-call window and assist Front-of-House Manager at performances.

Qualifications:

- Ensuring that data and metrics remain confidential, to keep patron trust intact, is a must.
- Attention to detail and consistency/dedication in timely data entry and related processes.
- Ability to respond effectively to patron inquiries and problem-solve as necessary.
- Interest in database management, with experience in MS Office, Excel, and Word a plus.
- Demonstrated communication and relationship-making skills, as well as organizational and time-management skills,
- Passionate about the arts, with interest in orchestral/operatic music a plus.



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Schedule: Monday – Friday, 9 AM – 5:30 PM, and must be able to work all concert nights (~8 per year, occur on weekends). Schedule will be adjusted on concert weeks to not exceed 40 hours. Work will be done in-person for orientation and training, and then working arrangements will be discussed as needed.

To apply: Submit resume and cover letter to gkornberg@sacphilopera.org with the subject line “Patron Services and Administrative Associate.” Applications will be considered as received.

All offers of employment are contingent upon clear results of a thorough background check. SP&O is an Equal Opportunity Employer. All opportunities are provided without regard to race, color, ancestry, religion, sex, nationality, veteran status, disability, genetic information, marital status, sexual orientation, gender identity/expression, AIDS/HIV, medical condition, or any other characteristic protected by law.