

Santa Cruz Symphony – www.santacruzsymphony.org

Job Description – Director of Administration and Outreach

Classification: Exempt, full-time, includes some weekends and evenings for concerts and events

Salary: Minimum \$60,000, or higher depending upon experience and qualifications

Benefits: Health insurance, vacation and sick pay

Reports to: Executive Director

Position summary: The Director of Administration and Outreach provides essential support functions in the areas of office administration, education programs, volunteers, and development.

Principal Responsibilities – Office Administration

- Serve as principal customer service representative and point of contact for the organization.
- Act as liaison between major donors and the box office.
- Provide support in the box office and/or front-of-house on day/night of concert; coordinate with Santa Cruz Civic box office.
- Manage accounts receivable and payable accounts, including all required documentation; manage petty cash and postage stamps.
- Maintain and update database system, prepare queries, reports, and lists from the database; prepare mail merges from the database.
- Manage payroll for orchestra and production managers; maintain accurate payroll records.
- Manage office machines, including repair and maintenance. Keep office supplies stocked. Organize and maintain office physical file systems.
- Open and distribute mail and take mail to the post office.
- Provide support to the Board of Directors: maintain organization documentation, Board meeting set up, preparation of Board packets including meeting agenda, minutes, and reports as well as the physical and electronic distribution of Board packets. Responsible for taking board meeting minutes and sending board reminders via email.
- Provide general administrative support to the Board and Executive Director, as needed.
- Provide mailing lists for mailings.

Principal Responsibilities - Development

- Maintain lists of donors each month with contact info to provide to board for monthly thank-you calls
- Create and support the production of direct response mailings, online patron and donor communications, and other donor solicitations; generate donor acknowledgements and other correspondence;
- Enter and track pledges and contributed income into database, generate reports and analysis;
- Manage donor benefits fulfillment and stewardship activities;
- Support and manage patron and donor events and activities, as appropriate, and assist in general fundraising activities as assigned;
- Support senior staff and board members in their fundraising and “friend-raising” efforts on behalf of the organization.

Principal Responsibilities – Youth Education & Family Coordination

-Oversee Youth & Family Education program logistics (which includes teacher communications, scheduling docents and musicians, and working with the Executive Director on planning and tracking).

Principal Responsibilities – Support Staff, Interns and Volunteers

-Coordinate and delegate tasks to our part time Program Support staff as needed
-Coordinate volunteers as needed for concerts, office support, Mello box office and house manager.
-Responsible for posting ads, interviewing, hiring, managing and reviewing interns for those positions identified by office staff.

Qualifications

-Three years of experience in office administration
-One year management experience managing volunteers
-Exceptional organizational skills and the ability to multi-task
-Excellent written and oral communications skills
-Ability to maintain confidentiality
-Comfortable and articulate in a public setting
-Ability to maintain professional conduct, attitude and appearance at all times
-Commitment to high-quality customer service
-Capacity to work independently and as part of a team
-Proficiency in MS Office suite, Adobe Acrobat, QuickBooks, fundraising and web software
-Demonstrated experience in database management; Bloomerang experience a plus
-Ability to perform word processing, data entry, and other tasks with speed and accuracy
-Willingness to work occasional evenings and weekends
-Ability to lift 40 pounds
-Basic familiarity with classical music and a belief in the importance of music to the individual and community

The Organization

The Santa Cruz County Symphony has been playing exceptional music in our community since 1958, as a non-profit performing arts organization. Music Director & Conductor Daniel Stewart leads a professional orchestra in performances at the Santa Cruz Civic Auditorium and at the Mello Center for Performing Arts in Watsonville each season. Our community programs include music lesson scholarships, complimentary tickets to low-income seniors, and a Youth & Family program of an affordable family concert, free concerts and school visits for fourth & fifth graders. The Symphony enjoys audiences of over 15,000, steady individual contributions and exceptional artistic quality. The Symphony employs three administrative staff, three artistic staff, and a corps of 62 professional orchestra members along with an active, supportive Board of Directors. For more information, please visit www.santacruzsymphony.org

Resumes and cover letters should be emailed to: executivedirector@santacruzsymphony.org