



## Administrative Assistant Position Description

**Position:** Administrative Assistant  
**Status:** Full-time / Regular / Non-Exempt, Salaried  
**Reports to:** President & CEO

### POSITION DESCRIPTION

The **Administrative Assistant** is responsible for supporting the core daily administrative operations of Pacific Chorale, the resident chorus of the Segerstrom Center for the Arts in Costa Mesa, CA. This position collaborates with a seven-member administrative team across a wide range of organizational functions from marketing, development, special events, and artistic production to general office administration. This person must be able to keep the office organized and running efficiently while also demonstrating the flexibility and self-direction to prioritize and address the fluctuating demands between a variety of routine daily tasks, unexpected priorities, and ongoing, long-term projects. Since this position often serves as the first point of contact for Pacific Chorale constituents, this person should possess excellent communication skills and deliver excellent customer service when interfacing with a wide range of artists, vendors, and patrons. The ideal candidate will have a positive and unflappable demeanor, thrive performing a variety of duties and working within a dynamic team, be proficient across several computer systems, and share a curiosity to discover and recommend solutions to improve current organizational systems.

### POSITION RESPONSIBILITIES

#### **Administrative / Finance / General Office Management**

- Screen and direct incoming phone calls to appropriate staff with courtesy and professionalism
- Ensure office supplies are well-stocked and reordered on time; coordinate with the Controller to maintain office equipment and systems
- Process daily incoming and outgoing mail
- Log and process received checks and vendor invoices
- Offer admin/financial project support to the Controller, as requested
- Process weekly bank deposits
- Recruit and manage office volunteers, as needed

#### **Marketing / Box Office Support**

- Provide overflow phone coverage and processing of phone ticket orders
- Assist in processing online ticket orders and mail all ticket orders to patrons
- Provide on-site assistance for concerts both at the Segerstrom Concert Hall and other performance venues, such as setting up and staffing the lobby info table and set-up/tear-down of marketing banners and materials
- Support the Director of Marketing with maintenance of customer information and ticket transaction history in the Tessitura Database System
- Maintain Pacific Chorale concert and event listings in online cultural calendar listings

#### **Development / Board / Special Events Support**

- Maintain current Board Rosters, facilitate meeting RSVPs and attendance tracking
- Coordinate meeting room set-up, assemble meeting packets and organize catering for Board and committee meetings
- Take comprehensive minutes at Board meetings and select committee meetings

- Assist with annual fundraising gala and special events management, such as reservation tracking, volunteer coordination, and event set-up and preparation
- Support the Development Associate in the processing of gift acknowledgement letters
- Assist in the creation of donor recognition signage for concerts and special events
- Support the Development Associate in maintaining accurate donor records and gift tracking in the Tessitura Database System

### **Concert Production / Education Program Support**

- Compile information and prepare weekly email newsletter to singers
- Support the Director of Artistic Production in maintaining the choral music library and preparing, sorting, and filing music scores before and after concert productions
- Assist the Director of Education in the preparation of materials and packets for in-school education and community programs, as requested

Other reasonable duties as assigned

### **Qualifications and Desired Traits**

- Demonstrated prior experience supporting a small-to-midsized administrative office
- Demonstrated prior experience providing concierge-level customer service
- Attentive problem solver who has excellent self-management skills to work effectively on multiple projects with the ability to shift priorities and react thoughtfully, quickly and calmly to resolve issues in a fast-paced office environment
- Proficient in PC-based Microsoft Office applications: Excel, Word, PowerPoint, and email
- Significant experience with (or demonstrated ability to learn) Customer Relationship Management (CRM) database platforms; Tessitura proficiency preferred
- Excellent interpersonal verbal and written communication skills
- A self-directed individual who also values contributing within a small, but highly collaborative, motivated and dedicated team
- Must possess a high degree of tact, professionalism and discretion interfacing with a wide range of professional and volunteer musicians, Board members and patrons
- Share a fondness for classical music

### **Requirements**

- Must have a valid driver's license and reliable transportation as this person may be required to drive to off-site locations and vendors and transport supplies between venues
- May be required to lift up to 25 pounds (such as boxes of music, chairs, music stands, etc.) either alone or with assistance
- While the typical work week is Monday – Friday, 9am – 5pm, occasional weekends and evenings to support concerts and special events will be required; a flexible work schedule will be arranged during or around concert/event weeks to accommodate these occasions

### **Compensation and Benefits**

Pacific Chorale offers a competitive salary commensurate with the candidate's experience and qualifications. Pacific Chorale also provides paid health, vision, and dental insurance, paid vacation, recognized national holidays, an organization-wide one-week paid closure during the year-end holidays and paid sick-time. There is a non-matching 403(b) retirement program available for participant's individual contribution.

## **Application Process**

To apply for this position, please visit: [www.pacificchorale.org/contact-us/jobs/](http://www.pacificchorale.org/contact-us/jobs/) to submit the online application form for the “Administrative Assistant” position and upload a cover letter highlighting your relevant experience and interest for this position and current résumé. Please attach all documents as .doc or .pdf formats.

## **About Pacific Chorale**

*The mission of Pacific Chorale is to inspire our community through artistry and innovation in choral music performances and education programs.*

Located in Costa Mesa, California, Pacific Chorale has delighted national and international audiences with concerts of great choral music performed at the highest musical standards since 1968. Under the artistic leadership of Robert Istad, the organization produces a series of concerts each year at Segerstrom Center for the Arts, where it serves as the resident choir. Pacific Chorale is recognized for exceptional artistic expression, preserving and performing classical choral music as well as presenting stimulating American-focused programming. In addition to its own substantial performance season and long-standing partnership with Pacific Symphony, the Chorale is sought regularly to perform with the nation’s leading symphonies, having performed with such renowned American ensembles as the Los Angeles Philharmonic, the Boston Symphony, the National Symphony, San Diego Symphony, Los Angeles Chamber Orchestra, Philharmonia Baroque Orchestra, and Musica Angelica.

For more information about Pacific Chorale, please visit [www.pacificchorale.org](http://www.pacificchorale.org).

*Pacific Chorale is an Equal Employment Opportunity Employer and actively and enthusiastically seeks a diverse pool of candidates.*