



Patron Experience Manager- Lafayette Symphony, Inc.

The Patron Experience Manager (PEM) plays an important role in the fundraising/development and audience cultivation initiatives of the LSO. In addition to creating donor and ticket purchaser retention and cultivation plans, the PEM provides support for all concerts and events, database management, and is responsible for providing impeccable service and creating next-level experiences for all patrons including volunteers, audience members, donors, sponsors, advertisers, etc. The PEM oversees all ticket and box office operations, concert volunteer coordination, and is responsible for annual advertising sales and community-wide relationship building. The PEM works directly with all administrative staff and provides support to LSO Board members, donors, volunteers, and patrons.

Our Dream Match:

The ideal candidate will be super organized and detail oriented; someone who needs a tidy, orderly workspace and loves tackling a checklist. They should be calm, kind, and creative with a healthy sense of humor and a charismatic personality and able to problem solve quickly with guest convenience and care always in mind. A real people person, the ideal candidate loves to network and build/steward relationships. They are proactive, curious, and independently driven; always looking for the next big project and identifying ways to improve or sustain current practices. While able to thrive as a lone wolf, they should also be a strong team player who looks to inspire, support, and uplift the other members of our staff.

Job Duties:

Administrative

- Manage all aspects of the LSO CRM system including event set-up, ticket sales, donor records, gift acknowledgement, etc. Excel with self-led training available through Salesforce to become our resident CRM expert.
- Assist the ED and relevant LSO Board Committees in creating and implementing the Development activities of the LSO with particular focus on donor cultivation, stewardship, and donor retention.
- Independently manage advertising sales for the LSO program book to meet budgeted revenue expectations as approved by the Board of Directors.
- Assist the ED in identifying and stewarding sponsors.
- Provide exceptional customer service to all patrons by phone, email, and in person.
- Provide support for large mailings (ticket brochures, solicitation letters, etc).
- Provide administrative support for all fundraising events and attend all events and concerts unless otherwise specified by the ED.
- Maintain SOP's and archives to ensure up to date procedures and compliance activities.

Box Office & Concerts

- Assist the ED and relevant LSO Board Committees in creating and implementing plans to attract, engage, and steward ticket purchasers.
- Manage annual ticket renewals including seating assignments, ticket mailings, etc.
- Oversee all box office operations for all concerts and events.
- Recruit, cultivate, and coordinate volunteers for concerts, events, and administrative tasks.

Qualified candidates will...

Required:

- Possess a strong history of related work experience in fundraising, customer service, or other relationship-centered position (bonus points if you also hold a formal degree in an arts and/or business field)
- Maintain productivity with minimal supervision
- Have high level problem solving and critical thinking skills
- Excel in a fast-paced environment and remain cool and composed under pressure
- Present a positive attitude and highly perceptive interpersonal skills
- Demonstrate exceptional written and verbal communication skills with the ability to tailor style to fit a variety of applications and organizational "voices"

- Display strong organizational and analytical skills and ability to continually establish and evaluate priorities
- Represent the LSO with professionalism, tact, and diplomacy at all times
- Be computer proficient with experience in standard business programs, databases, and web-based applications including social media

Preferred:

- Have experience in the non-profit sector
- Have experience working with and/or participating in musical ensembles
- Experience with Salesforce platforms is a plus

Other Information & Benefits:

- Full-Time/Exempt; Annual salary is \$45,000 (potential for salary increase available depending on success with program book ad sales and participation in LSO development initiatives)
- Hybrid position; some regular in-office work required
- Some weekend and evening work is also required for this position
- A check of criminal conviction records may be required for employment in this position
- Benefits include:
 - Unlimited Paid Time Off + 7 paid holiday breaks
 - Healthcare premium reimbursement
 - Employer-matched retirement contributions
 - Flexible workspace with co-working opportunities
 - Supportive culture where employees are valued holistically

TO APPLY:

Interested applicants should submit a *single pdf* with the following by email to jobs@lafayettesymphony.org

- **Cover Letter**
- **Resume**
- **3 Professional References**

All inquiries and application materials should be submitted by email to jobs@lafayettesymphony.org (no phone calls, snail mail, or direct emails to staff please).

Don't check off every box in the requirements listed above? Apply anyway! Studies have shown that marginalized communities - such as women, LGBTQ+, and people of color - are less likely to apply to jobs unless they meet every single qualification*. The LSO is dedicated to building an inclusive, diverse, equitable, and accessible workplace that fosters a sense of belonging, so if you're excited about this role, we encourage you to apply.

**source: Obama Foundation*