



POSITION TITLE: Audience Services & Database Manager

Prepared by: Rebekah Phillips, 5/11/21

Reports to: Executive Director

FSLA status: Part-time (.5 FTE), exempt

Supervision exercised: None

SUMMARY: The Audience Services & Database Manager oversees the audience-facing operations of Portland Columbia Symphony, serving as the primary point of contact for customer service, ticket sales, donation processing, and phone reception. Additionally, they maintain the overall hygiene of the customer/donor management database, and support the Executive Director with accurate reports and customer lists for marketing and fundraising campaigns.

SALARY RANGE: \$20 - \$23

ESSENTIAL DUTIES:

1. Serves as primary point of contact for patrons, responding promptly to customer inquiries and providing outstanding customer service.
2. Works directly in primary CRM database (Arts People) to set up ticketing, including subscriptions and single tickets, for all events, including GA and reserved seating, discounts and promotions, pricing, etc.
3. Manages all ticket sales and donations, enters phone and mail orders and donations into Arts People as they come in, and prints-mails tickets and donation acknowledgment letters weekly.
4. Maintains all elements of CRM database, including patron and gift records, with accuracy and impeccable attention to detail.
5. Manages secondary CRM database (Greater Giving) for annual gala, including event setup and all data entry, including cash gifts, in-kind donations, table sales, meal preferences, contact information, etc.
6. Ensure consistent data across databases, including Arts People, Greater Giving, and MailChimp.
7. Builds and runs reports using Arts People and Greater Giving.
8. Creates segmented customer lists for email blasts and direct mail campaigns, including inclusions and exclusions, using Arts People and Greater Giving.
9. Attends and works all ticketed and in-person concerts, managing ticket sales and providing customer service at the hall.
10. Builds audience surveys in Survey Monkey and coordinates other surveys as needed.

11. Serves as office reception during work hours (when it is safe to work again).
12. Helps promote and maintain partnerships with retirement communities and other group sales prospects.
13. Assists with in-house mailings and other administrative duties.
14. Attends staff meetings and other meetings as required.

QUALIFICATIONS:

- Demonstrated success working in a non-profit customer service environment.
- Minimum 2 years of related experience in ticket services and database management, using Arts People, Greater Giving, Raiser's Edge, Tessitura, or similar CRM.
- Excellent written and verbal communication skills.
- Ability to remain calm under pressure and solve problems as they arise.
- Ability to work flexible hours, including nights and weekends on occasion.
- Competency in the use of Microsoft Excel, Word, and Google Docs.
- Knowledge of classical/orchestral music a plus.
- Must have reliable transportation.

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