

PATRON RELATIONSHIP Coordinator
Windsor Symphony Orchestra
12 Month Contract Position

JOB TITLE: Patron Relationship Coordinator
REPORTS TO: Marketing Manager

DATE: Nov 1, 2011

RELATIONSHIPS:

External- Patrons, Donors, General Public
Internal- Collaborates with Director of Development, Marketing Manager, Patron Service Coordinator

JOB SUMMARY:

The Patron Relationship Coordinator provides superior customer service at point of contact to Windsor Symphony Orchestra (WSO) ticket buyers and financial supporters in order to maximize total patron value. He/she is administrator of the WSO's fundraising and customer relationship management (CRM) database, assuring accurate data collection and timely reporting in support of Marketing, Fundraising and Accounting. He/she works alongside the Patron Services Coordinator and occasional customer service personnel to deliver individual attention in a prompt, courteous and effective manner.

The Patron Relationship Coordinator embodies the standard by which all customer interaction is measured. S/he delivers and maintains the highest possible standard of customer services to patrons, donors, volunteers, and the general public.

DUTIES AND RESPONSIBILITIES

Box Office Operations

- Implement and participate in all box office operations including on-site ticket sales (including day of concert sales at various performance locations), ticket order processing and fulfillment.
- Ensure minimum on-hold times and prompt return calls for all customers.
- Assist the Marketing Manager in identifying critical sales periods and recommend hiring of overflow customer service staff.

Data Base Administration

- Assist with the administration of the Windsor Symphony Orchestra's ticketing system alongside the Patron Services Coordinator.
- Input data, produce reports and customize communications as required to increase knowledge of WSO audience, build patron loyalty, and improve revenue production from ticket sales and charitable donations.
- Ensure data is accurate and up-to-date at all times.

Collection of Contributions

- Oversee the receipt and processing of charitable contributions including data entry, acknowledgement and issuance of tax receipts.

PATRON RELATIONSHIP Coordinator

Windsor Symphony Orchestra

Patron Retention

- Work with the Patron Services Coordinator to recommend policies and implement procedures with regard to customer advocacy, interaction and organizational standards of acceptable customer service practice to ensure optimal subscriber renewal rates and patron loyalty.
- In collaboration with the Development Director and the Marketing Manager, plan and execute subscriber retention campaign(s).

Trouble Shooter

- Research and resolve customer problems.

REQUIREMENTS

- A bachelor's degree in Business Administration, Communications or Marketing is desired, but commensurate experience will be considered
- A minimum of 3 years ticketing, fundraising or CRM database management experience
- Excellent organizational, time-management and computer skills
- Proven communication and problem solving skills
- Available to work evenings and weekends
- Valid driver's license in the Province of Ontario

Salary: Based on rate of \$24,000, for initial 3 month period. Upon review and successful achievement of set goals at the end of first three months, salary will increase and be based upon \$26,000 per annum for the remainder of the contract.

Knowledge of Ontario accessibility standards is desired. Initial employment will be on a 12 month contract.

To apply: Please send resume and cover letter to the attention of Jeth Mill, Executive Director: jeth.mill@windsorsymphony.com, 487 Ouellette Avenue, Windsor, ON N9A 4J2.

Deadline for application November 18, 2011.

About the Windsor Symphony Orchestra: Founded in 1947, the mission of the Windsor Symphony Orchestra is to engage, entertain, educate and inspire people in Southwestern Ontario through performances of classical and popular music. With more than 50 concerts each season, 43 professional musicians and an outstanding Youth Orchestra program, the WSO plays a vital role in presenting great music to diverse audiences throughout the Windsor/Essex region and beyond.

The position is funded with the financial support of the Ontario Trillium Foundation.