



**Position:** Patron & Donor Services Representative

**Organization:** Regina Symphony Orchestra

**Reports to:** Executive Director

The Regina Symphony Orchestra (RSO) is seeking a highly motivated individual to join our team to support day-to-day events and activities. The Patron Services Representative is responsible for the front-line support of RSO patrons and donors in the box office, coordinate development activities, and general office management. This position will work closely with the Patron Services Manager and Development Manager.

The RSO creates compelling live orchestral music experiences that provide a platform for social, cultural and economic transformation across southern Saskatchewan. Now starting its 111th season, the RSO is a full-scale orchestra that makes a valuable contribution to the cultural fabric in our province.

## **JOB SUMMARY**

### **Patron & Donor Services**

- Provide high quality customer service to RSO patrons and donors in person, telephone and email.
- Sell, exchange, and distribute tickets/subscriptions for patrons and a variety of RSO supporters and partners
- Complete end-of-day procedures
- Work closely with Patron Services Manager to provide ongoing support for all box office campaigns and projects
- Act as Front of House representative at RSO concerts during the season, including Masterworks, Pops, Kids, Government House and specials

### **Development Coordinator**

- Process monthly tax receipts for donors
- Process Business Club memberships and payments, and work closely with Business Club partners to ensure member expectations are met and exceeded
- Process revenue contributions including donations, grants, foundations and sponsorships in CRM software
- Prepare reports and lists for contributed revenue acknowledgements, including the Encore concert programs and annual report
- Work closely with Development Manager to set up campaigns and processes in CRM software

### **General Office Responsibilities**

- Maintain a clean, professional and welcoming environment for RSO patrons, visitors and staff.
- Responsible for day-to-day office management including but not limited to reception, telephone, mail and general support to the RSO team
- Processing incoming and outgoing mail
- Attend RSO team weekly staff meetings, and other meetings as required

### **QUALIFICATIONS AND SKILLS**

- Excellent customer service skills
- Strong organizational skills and attention to detail
- Ability to work independently, take initiative, and be part of a vibrant team
- Ability to balance multiple projects under strict deadlines
- Excellent written and verbal communication and presentation skills
- Proficient in Microsoft Office; keen interest in learning new software program (i.e. Theatre Manager) to support box office responsibilities
- Knowledge of arts community and classical music is an asset
- Bachelor degree (or working towards completion of a degree)
- Customer service or administrative experience is ideal, preferably in a non-profit environment

### **Employment Details**

- Up to 9-month term (September 2019 – May 2020 with possibility to extend)
- 12-15 hours per week, plus concert shifts throughout the season.
- Start date: As soon as possible

### **Application Process**

Please submit your resume and cover letter by Friday, September 20 at 4:00pm. Earlier applications will be reviewed right away and possibly called for an interview.

Tanya Derksen, Executive Director  
Regina Symphony Orchestra  
[tderksen@reginasymphony.com](mailto:tderksen@reginasymphony.com)

For more information, please visit [www.reginasymphony.com](http://www.reginasymphony.com)  
No phone calls or hard copies please.

The RSO would like to thank all applicants for their interest, however, only those who are selected for an interview will be contacted.