

OJAI MUSIC FESTIVAL

Position Description

Patron Relations Manager

OJAI MUSIC FESTIVAL

Internationally regarded as one of the most influential annual classical music events, the Ojai Music Festival has long served as a creative musical laboratory for artists, composers, and audiences to explore new and unfamiliar repertoire. The Festival uniquely combines the intimate setting of Ojai with artists performing innovative programs over an extended weekend in June to create an immersive experience. The Festival is committed to fostering a positive and dynamic culture among the performers, artistic staff, administrative staff, audience, volunteers, and the Ojai community. In addition, the Festival's BRAVO education & community program actively offers free workshops and programs to Ojai Valley public schools, as well as enriches the lives of the local senior community. The Festival successfully led a community effort to raise \$4 million to rebuild Libbey Bowl, which held its grand opening at the June 2011 Festival.

Job Summary:

The position supports the work to enhance and engage the Ojai Music Festival's (OMF) patron relationships, including series subscribers, ticket buyers, and donors. The responsibilities encompass all ticket-related functions while simultaneously providing exemplary service to patrons. This position works closely with the Development team to provide, but is not limited to, donor prospect research, database management and annual fund appeals. This position strongly represents OMF's core values and community presence.

Scope of Responsibilities:

- *Box Office*
 - Provide outstanding customer service to create a noteworthy Festival experience for patrons
 - Serve as main point person in selling tickets for the Festival and any special ticketed events
 - In charge of the set-up of the on-line box office/ticketing database, including designing ticket site, seat fulfillments, and data entry
 - Manage all patron communications including ticket thank you letters and ticket mailings
 - Perform all ticket reporting, sales analysis and list pulls for marketing efforts
 - Manage the OMF box office during the Festival; ensure all box office staff members are properly trained to operate the ticket system and familiar with procedures governing ticket transactions.
 - Oversees administration of Patron Portal, an online user-authenticated website
 - Serves as PCI compliance manager, ensuring the safe handling, retention, and disposal of sensitive payment information
 - Work with Festival accounting/bookkeeper on all box office finances and reconciliation with financial data

- *Fundraising/Development*
 - Execute segmented list pulls for fund appeals
 - Partner with team on fund appeals and patron stewardship
 - Develops database pulls and queries for fundraising analysis
 - Conduct regular screenings through Donor Search platform for prospecting

- Responsible for entry, reporting, and reconciliation of all gifts
- Leads implementation of online benefits program
- *Database Administration*
 - Oversees accurate collection, entry, and maintenance of patron data
 - Customizes and updates the database as needed to ensure operational effectiveness
 - Remains current with database updates to ensure proper use

Skills, Knowledge and Abilities:

- Excellent customer service skills – must be able to effectively manage a variety of different personality types
- Exemplary written and oral communication skills; ability to present oneself in a professional manner both in writing and on the telephone
- Knowledge of basic Salesforce administration a plus or willingness to learn
- Strong computer skills including, but not limited to, Intermediate MS Word, Excel, and PowerPoint
- Demonstrated critical thinking and problem-solving skills; demonstrates creativity and innovation, identifies and solves problems effectively
- Embodies the values of the Ojai Festival; supports the intellectual & creative initiatives fostered by this organization
- Strong team spirit; able to energize and focus others
- Expected to work limited nights and weekends including, but not limited to, the annual Music Festival weekend in June, the Holiday Home Tour & Marketplace, and multiple special event(s).
- Ability to be on one's feet for several hours at a time during events; able to lift/move boxes and/or other items weighing 20 pounds.

Qualifications:

- BA (communications and marketing preferred) or arts management
- Interest in classical and contemporary music, or other non-profit arts.
- Four to five years of experience in box office, customer service, and marketing preferred
- Experience with ticketing/box office database. Knowledge of Salesforce platform a plus

Attributes:

- Excellent at multitasking and setting priorities
- Develops and maintains positive relationships with multiple constituencies
- Self-starter and takes initiative when given an assignment
- Requires little supervision over many routine assignments
- Models high standards
- High attention to detail

Reporting Relationships:

Supervisor: Managing Director; work closely with Director of Philanthropy and Marketing & Development Associate

Status: Full-time exempt position. Salary range \$50,000-60,000 based on experience. Offer health allowance benefit, paid holidays, flexible schedule, and paid vacation/sick leave.

How to Apply

Send cover letter and resume to ggutierrez@ojaifestival.org. References may be requested at a later date. Potential candidates will be contacted via email to set up interviews.

Equal Employment Opportunity

All qualified applicants will receive consideration for employment without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or any other factors prohibited by law.

PHYSICAL REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and meet the physical and work environment demands of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually medium to high.

This Job Description is to be used as a guide for accomplishing organizational objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.

Please send letter of interest and resume to ggutierrez@ojaifestival.org.