



JOB OPENING

JOB DESCRIPTION

Title: Marketing, Program & Accessibility Coordinator

Reports to: Executive Director

Supervises: Ticket sellers and volunteers

Summary:

Working closely with the Executive Director, the Marketing, Program & Accessibility Coordinator is responsible for all aspects of marketing and ticketing. They will also assist the Executive Director with development tasks, as well as other program and administrative duties as needed.

Essential Functions:

Program

Marketing:

- Develop and execute annual marketing plan
- Design all print and digital marketing materials, including advertisements for traded and purchased ads, concert posters, brochures, e-blasts, and others as needed
- Maintain all social media accounts
- Coordinate concert book advertisements, including purchases and trades
- Research and contact potential group sale customers and manage their purchases
- Coordinate radio spot purchases and write copy for all spots
- Coordinate and communicate with other groups for special outreach efforts as needed
- Represent CMP when tabling at community events
- Write and distribute press releases for concerts and events
- Other duties as assigned

Ticket sales and box office:

- Administrator of Chamber Music Pittsburgh's CRM, Patron Manager
- Manage the box office at the concerts, ensuring customer satisfaction
- Hire, train, and oversee ticket sellers for each concert
- Recruit, train, and oversee volunteers for each concert
- Process all subscriptions, ticket donations, ticket exchanges, and other aspects of ticketing
- Pull necessary reports and coordinate mailing for subscription renewal and annual fund process
- Process all ticket transactions from phone and online ticket orders, including tickets from group sales and special outreach efforts

- Coordinate seating for subscribers, single ticket and group purchases
- Other duties as assigned

General:

- Compile content and design all concert programs
- Maintain website using Drupal
- Oversee and accurately maintain subscriber, ticket-buyer, and donor records in Patron Manager
- Coordinate annual practice challenge, including making forms and contacting teachers
- Monitor organization's accessibility and make adjustments as needed
- Attend all concerts and events
- Other duties as assigned

Fundraising

- Process, track and acknowledge all donations
- Produce reports and lists as needed to assist in development planning and events
- Produce reports and coordinate all individual giving campaigns
- Other duties as assigned

General Administrative

- Answer incoming calls and mail, and take appropriate action
- Communicate with the Patron Manager staff as needed
- Other duties as assigned

Knowledge, Skills & Abilities:

- Strong communication and customer service skills
- Strong organizational and multi-tasking skills required
- Strong computer skills, specifically with Microsoft Word, Microsoft Excel, Adobe Photoshop, Adobe InDesign, and Drupal
- Ability to manage an independent work schedule and complete tasks on time
- Experience with Salesforce database and knowledge of classical and chamber music a plus

Salary will be commensurate with qualifications and experience. Job includes healthcare benefits and parking if needed.

To apply: Please send cover letter and resume to Kristen Linfante, Executive Director at director@chambermusicpittsburgh.org

For more information about Chamber Music Pittsburgh, please view our website: www.chambermusicpittsburgh.org