



Job Title: Office Manager

Organization: Lima Symphony Orchestra

The Office Manager oversees general office operations and is responsible for working collaboratively across departments. The Office Manager is the main point of contact for the LSO office and is charged with providing excellent customer service. This position is also responsible for assisting the Ticketing Coordinator by taking and processing ticket orders and subscriptions and assisting with box-office operations during any ticketed events. The Office Manager will be required to work onsite and attend LSO concerts and events.

Reports to Chief Executive Officer.

Responsibilities:

- Answer the phone, respond to patron inquiries, and direct callers accordingly;
- Take subscription and single ticket orders if Ticketing Coordinator is not available;
- Maintain and update the database;
- Prepare all mailings, including annual fund requests, event invitations, holiday cards, etc. Print labels for Friends of the Symphony mailings;
- Track annual fund donations. Provide Honor Roll list of donors to Marketing Coordinator for annual program book and concert inserts. Send out thank you notes to all donors in a timely manner. Provide Development Director with list of donors as requested;
- Prepare list of donors for event invitations. Coordinate mailings and track RSVPs;
- Send out invitations and track RSVPs for the Young People's Concerts and the Lima Area Youth Orchestra Concerts. Work with Music Director to prepare educational packet for Young People's Concerts;
- Send Board reminders and contact Board members before meetings. Reserve locations for Board meetings. Assemble Board packets as directed by the Chief Executive Officer;
- Maintain an inventory of office supplies and order when necessary;
- Review obituaries and send sympathy and get-well cards to patrons. Purchase cards for office events as needed;
- Design and print program book inserts as needed;
- Reserve accommodations and transportation for guest artists, guest conductors, and Music Director. Prepare and deliver guest artist packets. Coordinate guest artist schedules;

- Assist with fundraising events, concerts, post-concert receptions, and Board functions;
- Proofread press releases, tickets brochures, annual program book, etc. for correctness and clarity;
- Other responsibilities as assigned by the Chief Executive Officer.

Successful candidate will be diplomatic, discreet, organized, creative, collaborative, results-oriented, an excellent communicator, and a meticulous proofreader. Must possess a strong belief in the value of the orchestra to the community and enjoy music. Must be able to manage multiple projects simultaneously and prioritize effectively. Must be able to maintain professional composure in stressful situations.

Required Qualifications:

- Bachelor's degree or combination of education and equivalent experience.
- Proficiency with Microsoft office and Adobe Acrobat.
- Ability to learn ticketing system and CRM database.
- Strong customer service orientation and demonstrated ability to work with diverse populations.
- Strong organizational skills.
- Strong writing skills.
- Ability to build collaborative relationships.
- Some graphic design skill a plus
- Knowledge of Classical Music a plus!

Location:

Symphony Office: 1028 W. Market St. Lima, OH 45805

Position Type: Part time: 18 hours/week (3 days in-office 9 AM – 3 PM). Evening and weekend work is required for concerts and special events. This position is required to work onsite.

To Apply:

Submit cover letter and resume to: Elizabeth@limasympphony.com.