



Job Title: Marketing and Ticketing Coordinator

Organization: Lima Symphony Orchestra

The Marketing and Ticketing Coordinator is responsible for working collaboratively across departments to manage all aspects of marketing for the LSO. The Marketing and Ticketing Coordinator will provide exceptional media relations, and act as a liaison between the Symphony and the media to promote and position the LSO's brand as well as our music, guest artists, activities, fundraisers, education, and community engagement initiatives. This position is also responsible for taking and processing ticket orders and subscriptions, running box-office operations during any ticketed events, maintaining and managing the patron database, and providing post-concert ticket reporting in a timely manner. The Marketing and Ticketing Coordinator is charged with providing excellent customer service and will be required to work onsite during concerts and events.

Reports to Executive Director.

Marketing Responsibilities:

- Develop an annual marketing and public relations plan with the Music Director and Executive Director.
- With the Executive Director, establish an annual marketing budget and operate within that budget.
- Develop, gather materials for, and oversee design and production of all materials used to support the LSO's marketing and fundraising campaigns, including subscription brochures, program book, print ads, posters, direct mail pieces, annual fund brochures, and special promotions while ensuring the quality, consistency, and accuracy of all LSO communications.
- Plan, write, and edit press releases. Plan, pitch, and place stories in local and national print and electronic media outlets. Distribute and archive press clippings.
- Gather email addresses from patrons and musicians. Design, write, and send 'Constant Contact' news bulletins prior to every concert and LSO event and as appropriate.
- Develop and collaborate with media design partners on the creation of a preview video promoting each season and all radio and television ads. Create additional guest artist videos and such other videos as needed.
- Design and maintain website and LSO social media presence as an integral part of marketing plan. Update schedules and current news on social media and LSO website regularly. Work with website host to enhance web experience.
- Develop new ways to promote the LSO, manage efforts to reach out to the community to develop new audiences, and forge new strategic partnerships.
- Attend staff meetings and occasional staff retreats or planning days.

- Make every effort to attend LSO special events.
- Other responsibilities as reasonably requested by the Executive Director.

Ticketing Responsibilities Include:

- Process single ticket and subscription sales throughout the season.
- Manage patron data and online ticketing system.
- Run box office operations on concert nights.
- Provide excellent customer service to patrons and subscribers.
- Field box office phone calls, emails, and web inquires.
- Develop group sales campaigns and oversee comp tickets.
- Coordinate ticket sales with “Candlelight” churches.
- Attend staff meetings and occasional staff retreats or planning days.
- Make every effort to attend LSO special events.
- Other responsibilities as reasonably requested by the Executive Director.

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, Adobe Acrobat.
- Ability to quickly learn ticketing system and CRM database.
- Strong customer service orientation and demonstrated ability to work with diverse populations.
- Strong organization skills.
- Ability to work in a collaborative and team-oriented environment.
- Ability to build collaborative relationships.
- 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). This position is required to work onsite during concerts and events.

To Apply:

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