



Job Description: Customer Service and Sales Associate

Based in Williamsburg, Virginia, The Williamsburg Symphony Orchestra (WSO) is a professional symphony orchestra founded in 1984. The non-profit organization's mission is to entertain, inspire and educate diverse audiences through musical experience. The ensemble performs five Masterworks concerts per season from Sept. to May, various pops concerts and facilitates educational initiatives in the community such as family concerts, masterclasses, instrumental coaching, and provides instruments to students in need.

THE ROLE

The WSO seeks a candidate to fill the role of office administrator for a minimum of 20 hours and a maximum of 30 hours per week. Days can be flexible based on the week and time of year. Some evening hours are required on concert night. The position will be paid hourly and no health benefits are available with this position.

The successful candidate will have excellent communication skills, a high degree of integrity, and strong attention to detail. The candidate will work closely with the executive director to complete the tasks below.

PRIMARY AREAS OF RESPONSIBILITY:

- Donor database management
- Concert production assistance
- Office administration
- Ticket sales and database management
- Customer service

General:

- Answer office phone and return calls
- Screen calls for the executive director
- Purchase office equipment, supplies, etc., according to budget and approved procedures

Concerts:

- Learn to set up concert tickets in tix.com platform
- Process and organize ticket orders, ticket exchanges and ticket donations for concerts when needed
- Assist with on-site ticket sales at the concert when needed
- Arrange hotel accommodations for music director, musicians and guest artists
- Coordinate guest artist local transportation arrangements with League volunteer
- Other day-of-concert responsibilities as needed

Fundraising:

- Reconcile donations with the bookkeeper to ensure all contributions are recorded in DonorPerfect.
- Record gifts and maintain contact records for all donor files
- Prepare thank you letters for donors in a timely manner
- Anticipate and order materials needed for Annual Fund and follow-up mailings
- Coordinate volunteers to assist with mailing of Annual Fund letters and materials

Assist the Executive Director with miscellaneous items as needed.

Key Requirements and Skills:

Education: Bachelor's degree required (English or Communications preferred)

Candidate must be a self-starter, able to work independently, a problem solver with strong attention to detail. Excellent interpersonal and customer service skills are a must.

Computer skills:

Word, Excel, DonorPerfect (or similar donor software)

Willing to learn Webflow (website platform)

Hourly Rate: \$18/hour

No benefits are included with this position