



EUGENE SYMPHONY

The Eugene Symphony invites nominations and applications for the position of **Patron Data Coordinator**, available April 2022.

REPORTS TO: Finance & Administrative Director

The Organization

Now in its 57th season, the Eugene Symphony is widely recognized as a cornerstone of the performing arts in Oregon's southern Willamette Valley. Under the leadership of Music Director & Conductor Francesco Lecce-Chong and Executive Director Scott Freck, the Eugene Symphony pursues its mission of *enriching lives through the power of music* by presenting annual classical, summer, and community engagement performances, commissioning and premiering new American works, and disseminating its performances via radio broadcasts. Due to restrictions relating to the COVID-19 pandemic, in 2020/21 the Eugene Symphony expanded and adapted its programming to incorporate a wide variety of activities including virtual engagement via its *Symphony Soundwaves* concert series, private lessons remotely delivered to aspiring young musicians, and small ensemble performances in public spaces through its new *SymphonyGO!* initiative. A full season of Symphonic series, Family, Youth, and Special concerts is underway for 2021/22.

Guided by its Long-Range Plan, first established in 2007 and substantially updated in February 2022, the Eugene Symphony serves, educates, and develops the widest possible regional audience through its programs. Approximately 25,000 community members attend the Eugene Symphony's classical, family, and special performances each year. Up to an additional 25,000 children, adults, and seniors take part in annual education and community engagement initiatives, including family and youth concerts, in-school ensemble performances, subsidized concert tickets, artist residencies, and pre-concert lectures for adults. Through its annual broadcast series on classical radio KWAX, the Eugene Symphony brings its full season of classical concerts to 45,000 local and worldwide listeners monthly, and recently created a limited-edition radio series on KLCC-FM, the local NPR affiliate.

The Eugene Symphony is a professional orchestra operating under a collective bargaining agreement which carries through the 2021/22 season, and also supports the Eugene Symphony Chorus. The Eugene Symphony Association is governed by a 34-member Board of Directors and receives support from the volunteer members of the Eugene Symphony Guild; there is an administrative staff of 10 including full-time and part-time employees. A separate group of five Trustees oversees the Eugene Symphony Foundation currently valued at \$8.2 million in assets. The Eugene Symphony has an operating budget of \$3 million for 2021/22 and has a history of financial stability with a trend toward growth.

The City

Described on its official website as "A Great City for the Arts and Outdoors," Eugene is known for its unique, exciting mix of arts, culture, education, scenic beauty, and passion for recreation. With a population of about 170,000, Eugene is Oregon's second largest city and home to the University of Oregon, where the School of Music and Dance is the most respected in the Pacific Northwest. The Willamette and McKenzie rivers are magnets for water sports and recreation, and more than 100 parks and 2,600 acres of open space offer settings for outdoor activity of all kinds. As an arts and culture destination, Eugene is home to the Eugene Symphony, the Oregon Bach Festival, the Eugene Opera, the Eugene Ballet, Ballet Fantastique, the Eugene Concert Choir, the Hult Center for the Performing Arts, the Jordan Schnitzer Museum of Art, the Shedd Institute, and several theatre companies. Downtown Eugene is a vibrant urban environment with blocks of art galleries, restaurants, and boutique shops.

The Position

As an integral member of the Association's administration team, the Patron Data Coordinator manages a wide range of ticket-buyer and donor data that serves as the foundation for successful patron engagement.

In general, the Patron Data Coordinator will provide support for the Executive Director, Finance & Administrative Director, Development Director, and Marketing & Communications Director to help reach and exceed earned and contributed revenue goals. This will be accomplished by receiving, inputting, managing, and utilizing a wide range of information regarding ticket-buyers, donors, charitable foundations, and corporate sponsor partners. In addition, this position may provide specific administrative support for the office staff.

This position regularly interacts with staff at all levels and with a wide range of constituents, including regular contact with ticket office staff, members of the Board of Directors, volunteers, patrons, and musicians, in a fast-paced environment. Expert written and verbal communication skills, strong decision-making ability, and fine attention to detail are all required.

Candidate Profile

The successful candidate will work well under pressure and will be able to manage competing priorities and deadlines effectively. They will be a self-starter with high energy, maturity, integrity, and self-confidence. The ideal candidate will welcome the opportunity to be an active participant in the life of Eugene and the Willamette Valley community.

Advanced skills required in Microsoft Excel and web-based database systems, and strong skills preferred in PatronManager or other Salesforce-based platform. Proficiency in Microsoft Word, Outlook, and PowerPoint is also required. The Association uses PatronManager (cloud-based Salesforce platform) for cataloguing donor data and incorporates data imported from the Hult Center for the Performing Arts ticket office, which uses Tessitura.

This position requires the ability to sit or stand for extended periods of time, as well as the ability to lift approximately 20 pounds. Employment is subject to annual criminal background check.

NOTE: All current administrative employees are vaccinated against COVID-19. Prospective employees must provide proof of vaccination unless they qualify for federally mandated exceptions for sincerely held religious beliefs or medical disability.

Compensation and Benefits

This position is part-time non-exempt, with a schedule of 25 hours per week at \$18 per hour. Benefits offered include two weeks of pro-rated paid vacation; plus some schedule flexibility; employer matching contribution of 4.0% of annual salary into retirement account; sick leave; paid parking; and ticket privileges to Eugene Symphony events.

Applications

Please send a letter of application that describes both interest in the Eugene Symphony and qualifications for the specific position. Also include a résumé and contact information for at least three references. All applications will be confidential and references will not be contacted without the candidate's consent.

Please submit all requested materials as a combined PDF by email to:

Eugene Symphony Human Resources
hr@eugenesymphony.org

It is the policy of the Eugene Symphony Association to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.