



## Box Office Coordinator and Marketing Associate

Mobile Symphony, Inc.

### JOB DESCRIPTION

**Box Office Duties** – Provide front of line customer service and perform all duties regarding ticket sales operations:

- Serve patrons on a one-on-one basis
- Ensure proper delivery of tickets as requested by patrons
- Order ticketing supplies as needed
- Organize and perform in-house bulk mailing
- Data entry and reporting
- Create and update events in Theatre Manager (Mobile Symphony database) including:
  - Updating and creating pricing maps
  - Creation and implementation of sales promotions
- Provide annual sales projection of single and membership ticket sales
- Track box office expenses
- Utilize database to provide box office and marketing reports that provide sales and trend analysis
- Create mail lists, and provide additional information as requested by other departments
- Resolve or notify IT in order to troubleshoot website ticketing issues
- Train new employees to use database
- Oversee and train concert weekend box office staff
- Update Constant Contact with new patron email addresses
- Responsible for opening and closing the ticketing services office each day
- Provide concert day front of house customer service, including:
  - Resolving ticketing issues at will-call
  - Providing on-call assistance to box office staff
  - Selling memberships or merchandise when required

**Marketing Duties** – Collaborate with advertising agency to develop and implement marketing campaigns:

- Assist in developing and implementing campaigns for memberships, concerts, and season
- Maintain marketing/advertising calendar and schedule

- Track marketing expenses and develop annual budget
- Develop paid and organic social media campaigns for Facebook, Twitter, and Instagram
- Keep website up to date
- Resolve or notify IT in order to resolve website marketing issues
- Develop and deliver marketing report at board meetings
- Implement telemarketing campaigns
- Send out press releases
- Update community calendars

## REQUIREMENTS

- Bachelor's Degree, preferably in business
- High level of self-motivation and willingness to work hard
- A strategic thinker and problem solver
- Detail oriented
- Enthusiasm for interacting with customers on a daily basis
- Excellent phone and customer service skills
- Understanding and appreciation for the work of the organization
- Creative and analytical capabilities
- Ability to learn quickly and on the job, especially with unfamiliar technology
- Strong written and verbal skills
- Proficiency in MAC operating systems
- Excellent interpersonal skills and ability to work as part of a team
- Ability to handle confidential information
- Available for night and weekend work, as required
- Ability to occasionally move objects weighing 20-30 pounds
- Experience using Microsoft Word, Excel, InDesign, and Adobe Creative Suite

## HOURS and BENEFITS

- Full time
- 40 hours per week with comp time earned for off-hours events
- Comprehensive health insurance coverage
- Retirement plan
- Paid vacation and sick leave
- Compensation commensurate with experience and skills

## To APPLY

Submit cover letter and resume to: [jobs@mobilesymphony.org](mailto:jobs@mobilesymphony.org)