



Patron Experience Manager

Location: Great Falls, Montana

Position: Full-time, hourly | \$25 per hour | Reports to the Executive Director

Schedule: Tuesday–Friday, 9:00 am – 4:30 pm, plus required concert and event hours, including some evenings and weekends

Help turn a first visit to the Symphony into a lasting connection. The Great Falls Symphony Association seeks a warm, organized, proactive Patron Experience Manager to welcome patrons, manage ticketing, and encourage repeat attendance. This position also supports development, manages program advertising sales, and keeps daily office operations running smoothly.

Key Responsibilities

- Be the Symphony's welcoming first point of contact in person, by phone, and by email; answer questions and resolve concerns with professional follow-through.
- Manage ticket sales, subscriptions, renewals, seating, and accurate patron records using ticketing and CRM software.
- Create personalized follow-up and concert communications that welcome first-time buyers, bring patrons back, and grow subscription participation; track results and recommend improvements.
- Prepare will-call and box office operations, coordinate patron services volunteers, and assist patrons at concerts and special events.
- Manage program advertising sales and renewals, identify sponsorship prospects for referral, and coordinate advertiser and sponsor benefits.
- Support donor acknowledgments, mailings, payment reconciliation, deposits, and administrative tasks; keep office supplies stocked and shared spaces orderly.

Qualifications

- Experience in customer service, ticketing, hospitality, sales, office administration, or a related field. Nonprofit or performing arts experience is preferred.
- Strong communication, organization, attention to detail, and the ability to manage deadlines and interruptions while following through.
- Comfort with databases, spreadsheets, and office technology; accuracy with payments and confidential information.
- A thoughtful approach to sales, initiative, and enthusiasm for building patron and business relationships. Appreciation for classical music is welcomed.
- Availability for required concert and event work, a valid driver's license, and reliable transportation.

Success means satisfied patrons who return, reliable ticketing and office operations, and growth in subscriptions and advertising relationships.

To Apply

Submit a resume and brief cover letter to Hillary Shepherd at hillaryrose@gfsymphony.org

Position open until filled.