

## **Sunriver Music Festival Patron Services Coordinator**

Sunriver Music Festival's Patron Services Coordinator is a vital member of the Festival's small-but-mighty staff helping plan and produce all events. The ideal candidate enjoys interacting with Festival patrons, is organized and proficient in an office setting, and excited to be involved with creating world-class musical experiences!

### **HOURS:**

Sunriver Music Festival's Patron Services Coordinator is a year-round, part-time, hourly position, with hours varying seasonally. Expect an average of 60 hours per month September through May and up to 160 hours per month in high-season (June, July, August). Hours can be flexible and will increase as needed during weeks leading up to an event.

### **DESCRIPTION:**

This position coordinates ticket sales and reporting, seating assignments, and payment processing for all Festival events. The Patron Services Coordinator is a vital member helping plan and produce all events. This is an in-person position based out of the Sunriver Music Festival office located in the Village at Sunriver, Oregon.

- \* Accounts receivable responsibilities include handling all financial revenue from ticket orders, donations, sponsorships, and occasional merchandise sales.
- \* Front office responsibilities include greeting walk-in patrons, community members, and visitors and maintaining a welcoming, professional setting.
- \* Ticket management responsibilities include receiving and processing ticket orders in person, on the phone, and online as well as working with the Executive Director to creatively design seating schematics and manage seating charts.

### **ANNUAL FESTIVAL EVENTS:**

- \* August - Summer Festival (the two-week symphonic classical concert series, now in its 45th season) in Sunriver and Bend
- \* November - Annual Meeting/Volunteer Appreciation Dinner in Sunriver
- \* December - Traditions Christmas Concert at Sunriver Resort
- \* February - Valentine's Dinner & Dance Concert at Sunriver Resort Great Hall
- \* April - Piano Showcase at the Tower Theatre
- \* June - Swings fore Strings Golf Tournament at Sunriver Resort Woodlands Course
- \* June - Young Artists Scholarship Community Concert in Sunriver
- \* July - Festival Faire Fundraising Dinner & Auction
- \* Additional events such as private parties, donor receptions, house concerts a few times a year

**MINIMUM REQUIREMENTS:**

- \* High school diploma or GED required. Preference will be given to candidates with experience in office/admin or event planning fields.
- \* Strong communication skills in person and in writing. Candidate must possess excellent writing skills and be comfortable working within a team.
- \* Ability to process both manual (in person, mail-in, phone) ticket orders and digital ticket orders and interactions with ease.
- \* Excellent time management and ability to multitask and prioritize required.
- \* Candidate must be familiar with Microsoft Word, Excel, G-Suite, and comfortable with learning new computer processes and applications.
- \* Valid driver's license and reliable transportation required; Festival events occur in multiple venues throughout Central Oregon.

**COMPENSATION AND SCHEDULE:**

- \* \$18 per hour plus stipend for individual health coverage.
- \* During high season (June, July, August) office hours are Monday through Friday 9:00-4:00. Year-round, there is flexibility among the staff team to ensure coverage of office hours. September through May, specific days and hours to be determined among successful candidate and Festival staff team. Attendance at all main events required.

**START DATE:**

On-site training to start around January 2022, dependent on COVID restrictions.

**TO APPLY:**

Please send resume and letter of introduction to [information@sunrivermusic.org](mailto:information@sunrivermusic.org).