

# conspirare

Craig Hella Johnson + A COMPANY OF VOICES

## Concierge & Office Manager JOB DESCRIPTION

The **Concierge & Office Manager** personifies the utmost professional conduct and supportive attitude. This position requires an individual who is highly organized, detail-oriented, adept with technology and thrives on working in a fast-paced, rapidly evolving environment. A high degree of integrity, professionalism, and extraordinary customer service skills is paramount. The **Concierge & Office Manager** organizes and coordinates office operations and procedures to ensure organizational effectiveness, efficiency and safety and serves as the first point of contact with patrons. The **Concierge & Office Manager** responds to a wide variety of requests from colleagues, external patrons, vendors and other clients, accurately assessing needs and requests while responding within the framework of organizational policies and procedures. This person provides general administrative support to all departments with primary areas of focus being box office, development, and office management.

Integral to the patron experience, the **Concierge & Office Manager** provides superior service and delivers a performance in customer service that is unrivaled and compliments the talent on the stage. Quite often, the **Concierge & Office Manager** will have to accommodate patrons in disputes over ticket issues, such as exchanges or refunds. The **Concierge & Office Manager** promotes the best possible experience for guests and deepens their engagement with Conspirare.

### POSITION DUTIES:

#### Administrative (45%)

- Greets visitors and answers phones
- Provides general administrative support across the organization including data entry, mailouts, making nametags
- Maintains shared office calendar including entering and updating rehearsals and performances, holidays, board meetings, and other company events
- Assists with preparation for board meetings including assisting with reserving meeting locations, ordering meeting food, duplicating reports, etc.
- Drafts correspondence
- Processes and deposits all incoming cash and checks, makes bank deposits
- Interfaces with building management on facility needs, employee keys, etc.
- Monitors and orders supplies, ensuring frequently needed supplies are stocked; anticipates and fulfills supply needs based on organization cycles

- Maintains constant contact mailing lists, proofs and sends newsletters and other e-blasts
- Updates phone messages, provides back up on web updates and social media

### **Box Office & Performance (25%)**

- Serves as primary ticketing liaison to The Long Center Box Office and other Conspirare venues. Sets up the ticketing for the season in conjunction with the Long Center. Communicates with production team and house manager to determine ticket holds and special needs.
- Processes ticket orders and provides “concierge” service for priority patrons
- Tracks comp tickets and monitors ticket sales. Processes and tracks requests for ticket donations.
- Sets up ticket discounts as needed
- Answers repetitive questions regarding ticket orders
- Attends all Austin and regional concerts as assigned. Sells tickets and dispenses will-call tickets at concerts. Supervises box office volunteers.
- Exhibits a positive can-do personality that will not only impress a guest in person, it translates seamlessly through phone conversations.
- Provides general Front of House assistance to patrons and staff prior to and following performances and events. Remains on site through and assists with tear down of performances and events.
- Files programs in archives following events and assists in compiling them for reporting purposes.
- Processes ASCAP and BMI payments

### **Development (30%)**

- Uses Donor Perfect CRM to process and acknowledge gifts
- Assists with implementation of donor benefits
- Produces weekly donor reports, monthly reconciliation reports, and other custom reports as requested
- Represents Conspirare at grant related workshops
- Assists with special events including house parties as assigned
- Manages grants, ensuring all awards are processed, serves as contact for government grants and other selected grants, enters grant-related dates on the shared calendar, and ensures all reports are completed and filed with grantor and internally

### **General:**

- Communicates with diplomacy and tact
- Provides assistance at Conspirare events
- Shows flexibility and ability to adapt to rapidly to evolving priorities and deadlines
- Assesses situations and resolves them. The concierge enjoys being the go-to person. If a situation arises, the concierge is prepared to take ownership of the problem and solves it (including involving the right people to help)

- The required hours for this position are 9 am-5:30 pm, Monday-Friday and nights and weekends as required for concerts and events. Hours will flex based on event schedules.

**Required Knowledge and Skills:**

- A cheerful, positive attitude, and superior ability to represent Conspirare in a friendly and professional manner.
- Exceptional interpersonal skills, and the ability to successfully interface with all levels of the organization, including guests, musicians, donors, staff, board members, and volunteers.
- Highly effective organizational skills, with the ability to handle multiple tasks, deadlines, and logistics and priorities that shift often
- Ability to analyze and solve problems quickly, initiating and using sound judgment and a calm demeanor.
- Data entry experience
- Ability to work effectively with peers.
- Detail-oriented, with high level of accuracy and follow through.
- Proficient with Office 365 and Sharepoint or other cloud-based file management system such as Google docs
- Proven office management, administrative or assistant experience
- Punctual and reliable
- Familiarity with choral music
- Bachelor's degree or equivalent experience

**Preferred Knowledge and Skills:**

- Experience with DonorPerfect or similar CRM database software
- Experience with Paciolan ticketing or other box office management software.
- Experience in a development, sales or marketing role

**Physical Requirements:**

- The ability to sit and work with a computer keyboard and mouse for long periods of time is required.
- Lifting of boxes weighing up to twenty pounds is required.
- The ability to set up and tear down sales tables is required at concerts.

**Other**

- Must have transportation and smart phone for work related use.
- This is a full-time non-exempt position with benefits.
- Other duties as assigned.

This position reports to the Managing Director and works collaboratively with all members of the Conspirare team. Reports to the Chief Development Officer for Development functions.

**ABOUT CONSPIRARE:** Conspirare is a professional choral organization under the leadership of Craig Hella Johnson. Inspired by the power of music to change lives, this ensemble engages singers from around the world to deliver world-class, extraordinary musical performances and recordings. Conspirare's discography includes 12 commercial albums and 16 self-produced live albums. After six nominations, Johnson and Conspirare were awarded a Grammy® for Best Choral Performance on *The Sacred Spirit of Russia* album. Based in Austin, Texas Conspirare performs an annual concert series and also tours in the United States and abroad. The organization also includes the Conspirare Symphonic Choir which boasts more than 100 voices and Conspirare Youth Choirs, an educational program for singers ages 9-18 years old. More information at [www.conspirare.org](http://www.conspirare.org).

Conspirare is an equal opportunity employer. All qualified individuals are encouraged to apply. Applications will be reviewed on a rolling basis until the position is filled.  
Position salary is \$35,000.

**How to Apply:**

**Please send a resume and cover letter in PDF format to [jobs@conspirare.org](mailto:jobs@conspirare.org). In your cover letter, please share the top three reasons you are a match for this position. We want to know more about you.**

**Please put Conspirare Concierge/Office Manager in the subject field.**