



## **Phoenix Boys Choir**

### **PATRON SERVICES & COMMUNICATIONS MANAGER**

***Applications due June 3, 2022***

#### **About the Phoenix Boys Choir**

Since 1947, the Grammy-award winning Phoenix Boys Choir has offered a choral music education and youth development program that instill excellent musicianship and critical values in young people. Our program develops responsible, caring, creative young people who will be our future leaders and citizens endowed with a passion for the performing arts and community.

Each year, we offer a full season of concert performances offering a wide repertoire from classical to popular selections. We tour domestically and internationally, participate in music festivals, and sing with other professional groups.

#### **The Position**

This full-time role is the *beating heart* of the Phoenix Boys Choir staff – principally tasked with managing the direct and indirect interactions with our choristers, families, patrons, board members and donors. These include coordination of the front end: program registration, box office, marketing and fundraising efforts, as well as the rigor behind-the-scenes: patient & courteous customer service, excellent record-keeping, and thoughtful and timely stewardship.

This role enables the organization to truly nurture our key stakeholders on the personal level they have come to love us for, supported by our volunteer coordinator, which this role manages.

The role reports directly to the Executive Director. The ideal candidate has had some hands-on non-profit event marketing & development experience but is ready to enjoy a greater level of autonomy, responsibility, and the opportunity to mentor others.

## Package

- \$35,000-\$45,000 annual salary D.O.E.
- Health insurance
- Generous PTO

## Application Instructions

To be considered in the first round of reviews, qualified applicants should submit all application materials no later than Friday, June 3, 2022. Please submit applications via email to Mitra Khazai at [mitra.khazai@boyschoir.org](mailto:mitra.khazai@boyschoir.org).

While there is no minimum experience required for any of the job functions, applicants MUST demonstrate transferable knowledge and skill, or a proven ability to learn, for each of the job duties. Applications should focus on quantifiable outcomes and achievements.

### Required Materials

- Cover Letter (make it sparkle!)
- Resume

*Phoenix Boys Choir is committed to improving its equity, diversity, and inclusion efforts and fostering an environment where all people are welcome. We look forward to welcoming applications from a diverse pool of applicants. Phoenix Boys Choir provides equal employment opportunities to all employees and applicants for employment, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation or gender identity.*

## Responsibilities

### *Box Office & Ticketing for all Events/Classes/Camp*

- Set up all performances, fundraising events, camp and program enrollments in our Customer Relationship Management (CRM) software
- Staff ticketing at performances and prepare needed documents
- Reconcile attendance, donations and revenue after events
- Submit ASCAP (fees for use of copyrighted music) quarterly filings

### *Development and Special Events*

- Provide administrative support to executive director and volunteers for fundraising events and campaigns.
- Oversee donor acknowledgements
- Ensure CRM database is current and accurate
- Track funds raised and report to executive director/event committee.
- Support Sweeps (chorister fundraising program) program coordinator.

### *Marketing Support*

- Support marketing of all programming
- Oversee all aspects of producing concert programs
- Update website in coordination with executive director

### *Program Administrative Support*

- Oversight of office systems, including phone system, postage meter, etc.
- Support board chair as needed
- Maintain overall student and parent roster information
- Oversee background checks for staff, board, chaperones and volunteers
- Provide administrative assistance to the lead chaperone and parent volunteers
- Responsible for weekly deposits and tracking for bookkeeper

## **Necessary Skills**

### **Hard Skills**

- Fluent & accurate written communication
- Microsoft Office (notably Excel, Word, PowerPoint, Publisher)
- Familiarity with cloud-based office systems such as Dropbox and Google Suite
- Comfortable learning new software platforms
- Prefer experience working for a non-profit/arts organization, paid or volunteer
- Prefer experience with customer relationship/fundraising management software platforms
- Prefer experience with website publishing platforms

### **Soft Skills**

- Excellent information management, organizational, and problem solving skills
- Team player able to work successfully with staff
- Appropriately handle confidential and sensitive information
- Strong oral, written, and interpersonal communication skills
- Possess a high standard for accuracy and attention to detail
- Ability to independently move assignments to completion with only basic instruction
- Ability to learn new software systems quickly
- Strong interpersonal skills working with a variety of stakeholders

## **Location**

Due to the live nature of our performances, the candidate will:

- Live in the Phoenix metro area
- Be able to work minimum 4 days/week at our offices based at 1131 E Missouri Avenue, Phoenix AZ 85014
- Must be able to work some evenings and weekends