



GMCLA Patron Services Associate

Position hours are flexible at 20 hours per week, (normal business hours) plus additional hours on three concert weekends, and at one or two community concerts, each year.

Office location is West Hollywood, CA

The GMCLA Patron Services Associate Reports to the Executive Director and works with E.D., Office Manager, and Marketing Consultant. The role serves as a primary staff liaison with GMCLA stakeholders responsible for maintaining and supporting strong relationships between GMCLA and its subscribers and donors to achieve its earned and contributed income objectives. Duties include, but are not limited to, the following:

Primary Duties:

Process ticket requests for subscribers and donors - subscriptions and single tickets as required
Handle calls

Serve as primary ticketing person for all donors Conductor Circle members \$5k and above
Manage inventory

Process ticket requests for Chorus Members as required in support of Member initiatives

Liaise with the venue box office as required and in support/as directed by Office Manager

With Office Manager, enter and maintain subscriber and donor records Patron/Sales Force

Execute mailings

Periodic Duties

Manage GMCLA Will Call at all concerts

Recruit and train/supervise volunteers for Will Call table

Recruit and oversee volunteers for Concert promotions/pitches and raffles

Assist the E.D. and Volunteers with donor appreciation and fundraising events as required

Qualifications

The successful candidate will have non-profit, arts experience supporting donors and subscribers, in ticketing/box office, and/or Development assistant positions. Strong interpersonal and computer skills are essential, as is a desire to help people in a timely and efficient manner. Strong software knowledge of CRM's required; experience with Patron Manager is preferred.

Send cover letter and resume to: Tim Bowman, tim@gmcla.org

GMCLA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.