



TITLE: Ticket Sales & Data Coordinator

REPORTS TO: Marketing Manager and Development Manager

STATUS: Full-Time, Non-exempt

Overview: [The Lexington Philharmonic](#) is a dynamic, evolving orchestral institution located in Lexington, Kentucky. LexPhil is central Kentucky's largest professional music organization and serves a diverse population in central and eastern Kentucky. LexPhil's mission is to foster excellence and innovation in the performance and presentation of great music; enrich the lives of our diverse citizenry; educate current and future audiences and bring distinction to our community through the orchestra's work.

Summary: Reporting to the Marketing Manager and Development Manager, the Ticket Sales & Data Coordinator is responsible for ensuring the organization's ticketing needs are met both externally and internally while maintaining a high level of customer service and working to achieve the organization's ticket sales, donations, and communications goals. The Ticket Sales & Data Coordinator provides support to LexPhil's marketing and development staff through coordination of data collected through ticket sales and donations, organization and execution of development and marketing mailings, select digital communications, reports, donor thank you letters and coordination of Front of House and Box Office operations for all concerts.

The successful candidate for this position has a passion for identifying new approaches to drive ticket sales and donations among new and existing audiences utilizing customer service, data and market research, while providing great service for both ticket buyers and donors.

Job Scope:

1. Box Office, Ticket Sales and Marketing: approximately 50%

- a. Answer customer calls, maintaining a high level of service and professionalism.
- b. Process ticket orders over the phone and in-person at all LexPhil concerts and events.
- c. Produce weekly ticket and subscription sales reports, and update staff regularly about progress toward revenue goals.
- d. Assist with mailings, maintain email address lists and track results from various ticket sales campaigns and special offers.
- e. Manage the distribution of complimentary tickets to approved recipients and social service agencies.
- f. Coordinate all Front of House contracts with concert venues, including valet services, parking, and other LexPhil patron services.
- g. Assist Marketing Manager with preparation for Front-of-House prior to each concert.
- e. Assist Marketing Manager with seating maps as needed.
- f. Special projects as assigned.

2. Development and General Administrative: approximately 30%

- a. Answer incoming calls and route them as needed.
- b. Coordinate mailings, maintain email address lists and track results from various campaigns, such as, Annual Fund solicitations, and special events.
- c. Maintain and update all development records in the PatronManager database system.
- d. Ensure accurate records and ticket distribution for sponsors, VIPS, guest artists, musicians, and staff.

- e. Generate thank you letters for all donors, in coordination with the Development Manager, in a timely manner.
- f. Complete all check and cash deposits with the bank, as directed by the Executive Director and Accountant.
- g. Coordinate accurate financial reports and record keeping with Accountant on a regular basis.
- h. Other duties as assigned.

3. Information Systems & Database Management: approximately 20%

- a. Update and maintain PatronManager Database related to subscribers, single ticket buyers, donors, endowment donors, corporate / community partners, in-kind and trade donors, and media contacts.
- c. Generate, update and maintain digital and direct mailing lists for marketing and development departments.
- d. Generate ticket sales, marketing and development reports, as needed.
- e. Train other staff members on use of PatronManager, as needed.

Requirements:

- Data Management and/or Box Office systems experience on platforms such as Patron Manager, Salesforce, or other CRM systems.
- Excellent customer service skills.
- Bachelor's in arts administration, marketing, public relations, or related field.
- Strong writing and communications skills, and the ability to tailor messaging based on audience.
- Experience in marketing and/or performing arts preferred.
- Reliable transportation to and from work and events.
- Ability to lift heavy materials (up to 50 lbs) and be on ones feet for long periods of time.
- Evening, weekend, and occasional holiday availability.
- Proactive and positive approach to the integral role of the Ticket Sales & Data Coordinator.

Reports to Marketing and Development Managers with other duties as assigned. No relocation costs provided. Please submit a letter of interest and resume to: Mollie Harris at marketing@lexphil.org. Please, no phone calls.

This is a full-time position. Compensation is competitive with similar sized orchestras and commensurate with experience and qualifications. The marginal functions of this position have not been included. This job scope is not intended to imply that these are the only duties to be performed by the individual in this position. Other job-related duties and responsibilities may be assigned by supervisors. The Lexington Philharmonic is an Equal Opportunity Employer.