

LINCOLN'S SYMPHONY ORCHESTRA SEEKS AUDIENCE SERVICES MANAGER NOVEMBER 2021

Lincoln's Symphony Orchestra seeks full-time Audience Services Manager. Responsibilities include processing ticket orders, managing office information systems and database, and coordinating the operations of LSO's office, box office, volunteer program, and front-of-house operations at events. Along with LSO's executive coordinator, they plan and implement the public relations and social media strategy, working with our design firm to create materials. They also maintain patron and donor databases, manage production of lists for all mailings, manage LSO's network operating systems and software, and generate reports needed by the staff and board of directors.

The ideal candidate will be detail-oriented and will possess the ability to work independently and in a team setting, and will have a strong focus on customer service, excellent communication, and interpersonal and computer skills. Salary commensurate with experience and salary history, and includes a benefits package. Send cover letter and resume by **Monday, November 8, 2021** via email to Barbara@lincolnsymphony.com.

For more information about LSO, please see below:

Mission and Core Values: Lincoln's Symphony Orchestra will present inspiring experiences that welcome all members of our community to discover and cultivate a profound, personal connection with live symphonic music.

- **Excellence:** Be recognized as a cultural leader, a community asset, and vital to Lincoln's quality of life.
- **Engagement:** Create powerful connections between and among performers and audiences through music.
- **Community:** Cultivate a collaborative, respectful environment that promotes positive working relationships and meaningful cultural and social interactions.
- **Generosity:** Inspire audience and community members to support LSO's commitment to accessibility.

Programs and Services: LSO reaches more than 12,000 patrons annually through six classical and two pops concerts at the Lied Center for Performing Arts, and two family concerts at Nebraska Wesleyan University's O'Donnell Auditorium. These concerts present symphonic repertoire played by LSO's professional musicians alongside world-renowned soloists and in collaboration with local arts organizations. In an effort to be accessible to all segments of our community, LSO's affordable ticket prices are \$15 and \$35 with discounts for students, young professionals, and music teachers. LSO's community engagement programs reach an additional 10,000 people per year, including performances at local hospitals and rehabilitation centers, Young People's Concerts at the Lied Center, and visits to over 90 schools and libraries throughout Lincoln and surrounding communities.

Budget: LSO has an operating budget of \$1M, of which roughly 70% is contributed (individual and corporate giving, major gifts, grants and government funding). The remainder is funded through ticket sales and endowment earnings from the LSO Foundation, which is a separate 501c(3). Artistic expenses comprise 50% of expenses, administrative personnel 25%, and the remainder is production, marketing, development and other expenses.

Board of Directors: LSO's board includes 21-35 individuals who contribute their wisdom and experience to LSO's governance, both at the board and committee levels. The board meets approximately 6 times per year, and each committee meets quarterly. Committees include: Executive, Artistic Advisory, Audience Development, Community Impact, Finance & Audit, Fundraising, Governance, and Ad-Hoc Task Force.

Administrative Team: LSO employs four full-time employees (Executive Director, Audience Services Manager, Orchestra Manager, and Community Partnerships Manager) and a handful of part-time employees (Library Assistant and Box Office Assistants). Full-time employees work an average of 40 hours per week; regular office hours are Monday-Thursday 9:00am-5:00pm and Friday 9:00am-1:00pm, but nights and weekends are required during concert weeks.

Artistic Team: LSO's Music Director creates the artistic plan and conducts 9 concerts per year, and works with the board and executive director for community engagement and fundraising activities. Although Maestro Polochick does not live in Lincoln, he maintains an active presence in the community. LSO operates under a Collective Bargaining Agreement (negotiated every three years) with the Lincoln Musicians' Association Local No. 463, which stipulates salaries, minimum service guarantees, and working conditions for orchestra musicians.