

Rogue Valley Symphony Association
Title of Position – Patron Services Manager
Classification – Full-time, hourly

2/2026

About the Rogue Valley Symphony:

The Rogue Valley Symphony, now in its 59th year, is committed to bringing thrilling live performances of classical music to those living in and visiting the communities of Southern Oregon. We believe music is essential to the human experience and has the power to enrich lives beyond measure. We strive to offer an exciting and memorable experience whether it is the first or the hundredth time someone attends one of our concerts.

Under the direction of Music Director, Martin Majkut RVS presents from August through May a Masterworks subscription series of six concerts, each of which is performed in Ashland, Medford, and Grants Pass. Diverse repertoire by the greatest classical composers of the past and present, combined with renowned guest artists, create exceptional performances. During 2020, RVS had to pivot from in person concerts to Digital concerts as a result of COVID-19. We surmounted the challenges and adapted by creating high quality filmic concerts within the state and federal guidelines while continuing to strive to fulfill our mission of bringing music to our communities. Post pandemic, RVS set subscription records with over 1,000 subscribers. We are now at a 850+ subscriber base number.

The Rogue Valley Symphony is composed of professional musicians from the local area and beyond. Musicians come from as far away as Arizona, Portland, Eugene, Sacramento, and the San Francisco Bay area – attracted by the beauty of Southern Oregon, the opportunity to work under Maestro Majkut, and the opportunity to perform interesting repertoire in a supportive working environment. The orchestra is currently in bargaining for an inaugural union contract.

Contributing to music education in our communities is an important part of our activities. We offer multiple programs that serve students in our public schools from 3rd through 12th grade; programs for the homeschool community, and we provide education to the concert-going public as part of our Masterworks presentations.

Our Mission

To inspire our audiences and enrich our communities through the live performance of orchestral music.

Our Vision

To offer access to world class musical experiences and learning opportunities for all.

Our Values

- Excellence: We strive to achieve the highest quality in all we do.
- Creativity: We nurture creativity by encouraging innovation.
- Collegiality: We promote an ethical, diverse, and inclusive work space with open communication and respectful relationships.
- Education: We support learning at all stages of life.
- Organizational Sustainability: As respectful stewards of the assets in our care, we make knowledgeable, responsible decisions mindful of the future of the organization.

Patron Services Manager Position Brief:

The Rogue Valley Symphony is seeking a full-time Patron Services Manager. This hourly position is responsible for the efficient daily functioning of the Symphony's ticketing system (Audience View Professional) and for providing excellent customer service to patrons throughout the entire ticketing process for both subscription and single ticket sales, serving as Box Office Manager. The right candidate will be involved in all Symphony concerts and events and provide reports and analysis within the database. In addition, the Patron Services Manager works cross-departmentally, supporting daily office operations, Development and Finance with data entry, analysis, reporting and reconciliation.

Summary:

The Patron Services Manager (PSM) is responsible for all box office duties and venue creation in the ticketing system. The PSM is the first point of contact at our physical offices in Ashland and on the phone. The PSM supervises a group of volunteers who serve as the House staff for the Ashland and Grants Pass productions. Experience in House Management and ushering is a plus.

Role:

The Patron Services Managers role is to design and implement the best box office processes and practices with retention of patrons a primary goal. The PSM works closely with the Executive Director to accomplish the organization's seasonal earned revenue goals and increase subscription and single ticket sales. Additionally, the PSM is expected to propose potential audience growth opportunities.

Requirements/Qualifications/Skills:

- The ideal candidate will have extensive background in ticketing and box office management and have a minimum of 3 years experience working in the performing arts. A Bachelor's Degree in music is preferred.
- Attendance at Symphony performances is required. Some weekends and evenings are required, usually one set per month.
- Position requires knowledge of working in ticket database systems and ability to integrate systems.
- Strong organizational skills and detail-oriented work habits, ability to work independently and under pressure, and to prioritize and manage several tasks efficiently and effectively, while meeting deadlines.
- A familiarity working with both internal staff and external vendors (venues) is required.
- A flexible, outgoing, and friendly personality with the ability to meet new people easily and handle difficult and stressful situations with ease.
- An understanding of and dedication to the fundamental principles of customer service.
- A genuine interest and enthusiasm for the mission of the Rogue Valley Symphony.
- An understanding of the fundamental principles of the non-profit business model and the desire to learn.
- Excellent oral and written communication skills.
- Technological skills should include, but are not limited to:
 - A good working knowledge of Windows operating system and programs
 - Google Suite (including Gmail, Google Sheets, Google Docs, etc.)
 - Microsoft Office Suite (Word, Excel)
 - Zoom video platform

- Experience with Constant Contact and/or other outreach platforms
- Social media platforms (Facebook, Instagram, Twitter)
- Ticketing software experience is required, preferably Ovation Tix/Audience View Professional
- Understanding of website management (preferably WordPress and basic HTML) and integration with ticketing systems or a willingness to learn.
- Must be able to lift up to 50lbs.
- Must have reliable transportation, insurance and drivers license.

Job Responsibilities:

- 1) General office administration including:
 - a. Serve as receptionist and first point of contact for our downtown Ashland office.
 - b. Direct or appropriately respond to phone calls, emails, and visits to the office in a timely manner.
 - c. Open and close the offices at the prescribed times.
 - d. Serve as the lead on all mass mailings.
 - e. Supervise systems that contribute to cleanliness of the office space.

- 2) Box Office Duties and Responsibilities:
 - a. Create all concerts in RVS ticketing software, setting up seat allocations, ticket prices, discount codes and group sales. Work collaboratively with the ED to establish ticket prices each year.
 - b. Process and fulfill all ticket orders, including subscriptions, group sales and single ticket orders. Coordinate the season ticket announcement and campaign with the Executive Director, assign seats to subscribers and handle all requests for changes throughout the season.
 - c. Take care of all daily questions related to subscriptions and single ticket sales, communicating directly with patrons as needed to resolve problems and ensure the highest quality of customer service.
 - d. Maintain and update the database of patrons and assist with updating the donor database when needed.
 - e. Serve as lead staff with mailings and logistical aspects of ticketing activities.
 - f. Coordinate and train box office assistant, if needed.
 - g. Oversee will call and door ticket sales at all venues, day of concert performances. Prepare all ticketing supplies and advise house management of ticketing processing requirements.
 - h. Adhere to all RVS rules, guidelines and policies as stipulated in the company handbook.
 - i. Prepare a monthly newsletter to be sent out to all patrons.

- 3) Database:
 - a. Produce accurate and timely reports as requested by the Executive Director and Operations Manager.
 - b. Develop creative ways to utilize and enhance our current data to provide a top notch customer experience, including subscriber and donor benefits, surprise and delight experiences, and customized and automated communications.
 - c. Lead the creation, documentation, and maintenance of database protocols.
 - d. Lead the maintenance, updating, and merging of all records, contact information, event registrations, and other important information.
 - e. Set up or assist with the setup of all users, campaigns, and reports, including in depth analyses of trends and results in marketing and development.
 - f. Create and install database tools, Audience View apps, dashboards, and reports.

- g. Provide periodic training and advice to all users.
 - h. Fulfill organization-wide requests for Audience View reports and analyses (Finance, Development).
 - i. Audit contact lists for uses throughout the year, including direct mail, email, and program books.
 - j. Work directly with Operations Manager to ensure the correct setup of online forms, always keeping the website up to date for on-line ticket sales.
- 4) Mailings:
- a. Work closely with RVS staff, printer and mail house to coordinate and ensure subscription and ticketing mailings are delivered in a timely manner.
 - b. Keep up to date on current USPS regulations so as to remain in compliance regarding mailings and status. Work hand in hand with Operations Manager to work within budget projections.
- 5) Financial:
- a. Create budget numbers for the Executive Director for all line items within Earned Revenue, Subscriptions, and Individual Tickets
 - b. Report monthly, the revenues collected and projected.

Benefits:

The Rogue Valley Symphony offers a competitive pay scale and benefits including earned paid sick time, paid vacation time, health insurance stipend and a retirement program.

RVS is proud to be an equal opportunity employer committed to diversity, equity, inclusion, and access in all of its activities. We are striving to build an increasingly diverse workplace that represents a variety of cultures, backgrounds, perspectives, and skills. We welcome applications from all qualified candidates, regardless of sex, gender identity, sexual orientation, race, color, religion, national origin, ancestry, disability, protected veteran status, age or any other characteristic protected by applicable law.

Please submit a resume, Letter of interest and a list of three professional references to by e-mail or post to:

*Asadour Santourian
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Closing date: Mar 16, 2026