



STRINGS MUSIC FESTIVAL

Operations/Office Coordinator

Organization

Strings Music Festival presents innovative programs of distinctive classical and popular contemporary music to the surrounding community of Steamboat Springs, Colorado and its visitors. Our intimate and friendly setting attracts people of all ages and backgrounds, and we enhance the cultural, educational, and entertainment experiences of our audience. No other organization brings world-class musicians to Northwest Colorado, creating the opportunities of a large city in a rural culture.

The summer festival season features popular contemporary music, classical programs, family concerts, and free community programs. Outside of the summer, Strings provides concerts as well as Strings School Days, a youth music education program. Strings Music Festival hosts over 100 events yearly, reaching over 24,000 audience members, and provides more than half of events at no cost. The festival's annual budget is \$3 million.

Position: Operations/Office Coordinator

Strings Music Festival seeks a full time Operations/Office Coordinator, reporting to the Operations Director. This position is full-time year-round and located in Steamboat Springs, CO.

- Ensure efficient and productive daily execution of facility operations
- Ensure efficient and productive daily execution of office operations
- Ensure positive experience for patrons by following ticket sales procedures as a member of the Box Office team

Roles & Responsibilities

Ensure efficient and productive daily execution of facility operations

- Manage daily operations and maintenance of facilities and grounds, including ordering, inventory management, and partner/vendor/subcontractor communications and follow-up
- Compile maintenance needs as communicated by staff, and assign and follow up with property management company
- Draft and finalize standard operating procedures (SOPs) that are related to operations

Ensure efficient and productive daily execution of office operations

- Manage daily operations of the office, including ordering and inventory management, and administrative tasks
- Complete administrative tasks for events and meetings
- Manage general email account and direct to appropriate staff or follow up
- Manage office mailings in collaboration with project lead
- Represent the organization kindly and professionally to all walk-in guests
- Greet people who enter office and direct them to appropriate staff
- Act as organization notary

Ensure positive experience for patrons by following ticket sales procedures as a member of the Box Office team

- Sell tickets and merchandise in-person in the office and at events while following processes in PatronManager software
- Provide high quality customer service by demonstrating knowledge of events
- Reconcile daily ticket sales
- Act as Box Office Manager on Duty at some concerts to support box office and merchandise sales
- Work with community volunteers during concerts in box office/merchandise
- Handle cash, checks, and credit card payments with honesty and integrity
- Ensure patron records are maintained and accurate in CRM system, and update records regularly

Perform other duties as assigned.

Experience & Qualifications

Required:

- Associate's degree from an accredited university or college
- 1-3 years of professional work experience or combination of education and experience
- Experience in customer service and handling cash and credit card transactions
- Experience with creating and working in spreadsheets and various document types
- Strong problem solving and communication skills
- Detail oriented and meticulous thinker
- Self starter and drive to take the initiative
- Ability to effectively perform a variety of duties with frequent interruptions and changing priorities
- Ability to integrate into a highly collaborative small Strings staff in a fast-paced work environment
- Ability to work weekends and evenings
- An appreciation and knowledge of music

Compensation

- Wage is commensurate with experience and qualifications. Wage range is \$18-\$22 per hour.
- Benefits include 100% premium for employees for medical, dental, and vision insurance; 401k plan with Vanguard; PTO, sick time, and paid holidays; zero-interest payment plan for Ikon pass.

How to Apply

This job opportunity is posted to our Indeed account. Please visit this [link](#) and click on the "Apply now" button to start the application process for the Operations / Office Coordinator job opening. Please do not email your resume and/or cover letter directly to Strings. Only applications received via Indeed will be reviewed and considered for this job. Also, no phone calls please. Strings Music Festival is an Equal Opportunity Employer.

Strings Music Festival is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, genetic information, age, veteran or military status, gender identity or expression, sexual orientation, marital status, parenthood, mental or physical disability, or any other basis protected by local, state, or federal laws.