



## Office Manager

### 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: Office Manager

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

- Maintain and increase effectiveness and efficiency of organization by providing administrative support
- Manage and support the Box Office team to ensure a positive patron experience
- Support the Advancement team with administrative duties to increase revenue and organizational efficiency

### Roles & Responsibilities

Maintain and increase effectiveness and efficiency of organization by providing administrative support

- Direct daily operations of the office, including ordering and inventory management, and administrative tasks such as credit card reconciliation
- Oversee administrative tasks for events and meetings



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- Manage general email accounts, directing inquiries to appropriate staff or following up
- Coordinate office mailings with project leads
- Represent the organization professionally and courteously to all walk-in guests
- Greet visitors and direct them to appropriate staff
- Act as organization notary

Manage and support the Box Office team to ensure a positive patron experience

- Oversee ticket and merchandise sales in the office and at events, ensuring adherence to processes in PatronManager software
- Promote high-quality customer service by maintaining knowledge of events
- Act as Box Office Manager on Duty at concerts to support box office and merchandise sales, and complete merch settlement with artists
- Manage cash, checks, and credit card payments with honesty and integrity
- Oversee the maintenance and accuracy of patron records in CRM system, and update records regularly

Support the Advancement team with administrative duties to increase revenue and organizational efficiency

- Contribute to flawless execution of concerts by managing concert volunteer program
  - Assign and manage concert volunteer schedule, recruit new volunteers, organize volunteer needs including nametags and vests
  - Create and enforce volunteer policies and procedures and update volunteer handbook as needed
  - Plan and facilitate volunteer trainings with lead House Manager seasonally
  - Maintain records and volunteer contact information
  - Develop tools as needed to best execute volunteer program
- Work closely with the Guild as part of the Advancement Team
  - Serve as the organizational point of contact for the annual Kitchen and Garden Tour fundraiser hosted by the Guild
  - Answer questions for the Guild regarding the volunteer program
- Ensuring operation excellence in advancement efforts
  - Manage donor acknowledgements including email thank yous and phone calls



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- Ensure data accuracy of all donor recognition in the summer festival program
- Coordinate development mailings in collaboration with the Advancement Director
- Manage critical organizational reports including the attendance report and ticket budgets reports
- Organize and complete InKind and Trade forms
- Complete PatronManager Certified Admin Training curriculum and obtain Certified Admin status

Perform other duties as assigned, including but not limited to acting in production roles for events as needed.

### Experience & Qualifications

#### Required:

- Bachelor's degree from an accredited university or college
- 3-5 years of professional work experience or combination of education and experience
- Experience in managing customer service and handling cash and credit card transactions
- Proficiency in creating and working with spreadsheets and various document types
- Strong problem-solving and communication skills
- Detail-oriented and meticulous thinker
- Proactive and driven 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 is \$25-\$28 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.



## STRINGS MUSIC FESTIVAL

### How to Apply

Please send a cover letter, resume, three references to Leslie Morace at [jobs@stringsmusicfestival.com](mailto:jobs@stringsmusicfestival.com). 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.