



LES DÉLICES

DEBRA NAGY | DIRECTOR

BOX OFFICE & COMMUNITY ENGAGEMENT COORDINATOR

Reports to: Executive Director

Interacts with: Artistic Director, Communications Manager, Production Assistant, Patrons, Volunteers, Vendors, Musicians

Status: Part-time hourly staff, 10 hours per week

Compensation: \$20 per hour

Location: Cleveland, Akron, semi-remote

Start date: Between July 1-15, 2024

To apply, submit a resumé and cover letter to laura@lesdelices.org. Review of applications begins May 31 and continues until the position is filled.

Position Overview:

Les Délices seeks a detail-oriented music lover with a strong customer service mindset and passion for community engagement to join our team. The Box Office & Community Engagement Coordinator (BOCEC) is a part-time position reporting to the Executive Director, responsible for patron communications, box office administration, and coordination of a variety of school- and community-based outreach programs.

Responsibilities include:

1. Box Office Coordination/Patron Communications

- Work in LD's ticketing software and patron database to set up season events and subscription packages, monitor ticket sales and donations, manage patron contact records, and pull mailing lists.
- Track patron acquisition and retention.
- Coordinate with Communications Manager to pull segmented patron lists for targeted communications.
- Set up and manage patron interface for Vimeo video on demand programming and provide patron support for virtual concerts.
- Serve as primary responder to patron inquiries both by email and phone, providing excellent customer service.
- Answer box office phone calls in real time.
- Track event attendance.

2. Event Production

- Recruit, coordinate, train and supervise volunteer ushers.
- Set up physical box office for events, including transporting, tracking and organizing all necessary supplies and equipment for box office setup.
- Manage Will Call, door sales, and merchandise at events.
- Assist with other duties specific to each venue.
- Participate in the planning and execution of LD's annual benefit.
- Assist with donor events as needed.

3. Outreach Program Coordination

- Take ownership of coordinating LD's outreach programming, coordinating with the Artistic Director and Production Assistant to manage event logistics with existing community partners.
- Staff all in-person outreach events.
- Proactively lead efforts to expand outreach partnerships with schools and community organizations.
- Knowledgeably describe and promote LD's outreach offerings to interested parties.
- Serve as main point of contact for community partners.
- Participate in LD's Community Engagement Committee made up of board members, staff, and possible community partners.
- Track distribution of, and collect feedback on, LD's virtual outreach programs.

4. General Office & Admin Support

- Attend weekly staff meetings by Zoom.
- Attend Community Engagement Committee meetings and Benefit Committee meetings.
- Pick up event supplies from vendors and collect mail from LD PO Box as needed.
- Assist with printing & stuffing fundraising mailings (twice per year).

5. Other duties as assigned.

The ideal candidate for this position should possess the following attributes and qualifications:

- Excellent interpersonal skills in person, by telephone and email, and a commitment to providing exceptional customer service to Les Délices patrons.
- High attention to detail and excellent organizational and problem-solving skills.
- The ability to work both independently and proactively.
- Proficiency in Google Workspace applications and an aptitude for learning data management systems, including familiarity and comfort with working in spreadsheets.
- Dedication to the performing arts, with knowledge of and passion for Classical and/or Early Music strongly preferred.
- Strong interest in community arts programming, experience building and/or stewarding organizational partnerships preferred.
- At least one year of experience in a box office or front of house in a performing arts center preferred.
- Prior experience using a Customer Relationship Management (CRM) system preferred.
- Familiarity with Google analytics and/or YouTube analytics preferred.

Reliable transportation to sites in Cuyahoga and Summit Counties is required.

This is a part-time averaging 10 hours per week, with hours increasing during production weeks. The position requires flexibility and availability for after-hours and weekend commitments. Presence at all concerts and events is required. The weekday work schedule can be set at the candidate's convenience, provided it aligns with required staff meeting times and facilitates coordination with other staff. Candidates can anticipate a hybrid work environment, with 2-3 hours per week at our Shaker Heights office, event duties fulfilled onsite at various venues, and other hours fulfilled remotely.

2023-24 Project Dates as of May 2024

BOCEC must work all of the following events unless otherwise arranged. Most Friday – Saturday concert performances are evening performances while Sundays are late afternoons. Availability as needed for rehearsals and other logistics prior to concert weekends is required.

Sept 14-15, 2024: The Highland Lassie

- Sat Sept 14: Performance at Waterloo Arts Festival (afternoon)
- Sunday Sept 15: House concert in Shaker Heights

October 3-6, 2024: Moonlit Mozart

- Thu Oct 3: First United Methodist Church, Akron
- Sat Oct 5: Disciples Christian Church, Cleveland Heights
- Sun Oct 6: WSUUC, Rocky River

October 11-14, 2024: Strings Workshop

- Fri Oct 11: In-school teaching (TBC)
- Sun Oct 13: 8 p.m. – 5:30 p.m. at the Music Settlement (Cleveland)
- Mon Oct 14: In-school teaching (TBC)

October 19-20, 2024: Arcadian Dreams

- Sat Oct 19: Hudson Library & Historical Society (afternoon)
- Sun Oct 20: University Circle, Cleveland (evening)

November 24-26, 2024: 14th Century Avant Garde

- Fri Nov 24: Hudson
- Sat Nov 25: Pivot Center, Cleveland
- Sun Nov 26: Disciples Christian Church, Cleveland Heights

January 29, 2025: Bohemian Rhapsody

- Wed Jan 29: Donor event, details TBC (evening)

February 19-23, 2025: A Moment's Oblivion

- Wed Feb 19: Outreach event Loganberry Books, Cleveland (evening)
- Fri Feb 21: Outreach event Metrohealth, Cleveland (daytime)
- Sat Feb 22: Heights Theater, Cleveland Heights
- Sun Feb 23: WSUUC, Rocky River

March 5-9, 2025: Sea Songs Residency

- Wed Mar 5 – Fri Mar 7: In-school workshops and library programs TBC (Akron)
- Thu Mar 6: Pirate Night, Dunham Tavern
- Fri Mar 7: Walk All Over Waterloo, Cleveland (TBC)
- Sat March 8: Shanty Sing-in (Cleveland)
- Sun Mar 9: Shanty Sing-in, Akron (afternoon) & Cleveland (evening)

March 22-23, 2025: Poet & Prodigy CD Release

- Sat Mar 22: Release party, location TBC (afternoon)
- Sun Mar 23: Music from the Western Reserve, Hudson

April 25-27, 2025: The Mermaid and Other Songs of the Sea

- Fri April 25: Knight Stage, Akron
- Sat April 26: Heights Theater, Cleveland Heights
- Sun April 27: WSUUC, Rocky River

Annual Benefit – Date TBD in May or June 2025 (possibly May 17/18)