



**LES  
DÉLICES**

PO BOX 602187, CLEVELAND, OH 44102

## **BOX OFFICE & COMMUNITY ENGAGEMENT COORDINATOR**

Posted: June 14, 2022

Position open until filled. Preferred Start date: August 10, 2022.

*Reports to:* Executive Director  
*Interacts with:* Artistic Director, Communications Manager, Patrons, Volunteers, Vendors, Musicians  
*Status:* 1099 contract, avg 10-15 hours/week  
*Compensation:* \$18-20 per hour  
*Location:* Cleveland, Akron, semi-remote

### **Position Overview:**

[Les Délices](#) seeks an enthusiastic and self-motivated Box Office & Community Engagement Coordinator (BOCEC) to join our team! This 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.

The BOCEC position will require, on average, 10 hours per week, increasing to up to 20 hours per week during busy concert production periods. Much of the BOCEC's responsibilities can be performed remotely or from our Shaker Heights office and with a flexible schedule, so long as most hours fall within the regular M-F work week, and availability for regular staff meetings is maintained. The remainder of the BOCEC's responsibilities require in-person attendance as the primary staff contact at all live performances, outreach programs, and benefit events throughout the year. A working calendar for the 2022-23 season is attached (subject to change).

### **Responsibilities:**

#### **1. Box Office Coordination/Patron Communications**

- Work in LD's ticketing software and patron database to set up season events, subscription packages, monitor ticket sales and donations, manage patron contact records, produce mailing lists, etc.
- Serve as primary responder to patron inquiries both by email and phone.
- Answer box office phone calls in real time during production weeks.
- Track event attendance.

#### **2. Event Production**

- Coordinate and communicate with volunteer ushers.
- Set up physical box office for events, track and organize 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.

### 3. Outreach Program Coordination

- Coordinate and staff all in-person outreach programming in Cleveland and Akron (tentatively one program per quarter).
- Lead efforts to connect with various schools and community groups to engage in free programming.
- 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 video-based programs.

### 4. Meeting participation

- Weekly staff meetings by zoom
- Community Engagement Committee meetings and Benefit Committee meetings, TBD.

### 5. Other duties as assigned.

The BOCEC must have and be willing to use one's own computer and phone for the duties described above. S/he must also have reliable transportation to and from all events.

### Qualifications

- *Work experience:* Experience as administrative staff or other office background; experience with box office sales a plus. Proven success in a remote/hybrid work environment.
- *Software proficiency:* Microsoft Office, Dropbox, Google Docs, Zoom required. Database and/or ticketing software experience a plus. Ability to quickly learn our patron management software (Arts People).
- *Skills:* Strong written and oral communications skills; great interpersonal skills including the ability to interact professionally with patrons, school partners, and volunteers.
- *Personal characteristics:* detail-oriented, efficient, and well-organized; willingness to take initiative; able to work independently and solve problems creatively; consistently meets deadlines. Positive attitude and flexibility essential. Interest in arts management, the performing arts, and specifically classical music a plus.

Please send letter of interest and current resume to Executive Director, Laura Wiegand, at [laura@lesdelices.org](mailto:laura@lesdelices.org). She can be reached at 216-302-4384 with any questions you may have about the position.

### About Les Délices

**Les Delices delights, inspires, educates, and expands audiences for music on period instruments through innovative programming and world class performances.** With deep roots in our Northeast Ohio community, Les Délices is building a national reputation as a leader in the field of early music, advancing its relevance and sustainability by welcoming collaboration, embracing digital media, and proactively working to support diversity and inclusion among our peers and repertoire.

Our current offerings include our [subscription concert series](#); our free early music web series, [SalonEra](#); our [Early Music Explorations](#) educational program; and [LD Music Meditations](#), a free listening experience available online and by hotline.

## **2022-23 Project Dates as of June 2022**

BOCEC must work all of the following events unless otherwise arranged. Most Thursday – Saturday concert performances are evening performances while Sundays are late afternoons. Some assistance with rehearsals in the days prior to performances may be required.

### **Sept 21-25, 2022: The Highland Lassie**

- Sat Sept 24: 2 Self-Produced Performances at Dunham Tavern Barn

### **October (20)21-23, 2022: Winds of Change - 3 performances:**

- Thu Oct 20-TBC: Akron [HTLC or Akron Pub Lib]
- Sat Oct 22: Lakewood or Rocky River TBC
- Sun Oct 23: Plymouth

### **December (1)2-4, 2022: Rejoice: Bach Cantatas for Advent**

- Thu Dec 1 TBC: Far east side TBD?
- Fri Dec 2: Lakewood Presbyterian
- Sat Dec 3: Disciples Christian Church, Cleveland Heights
- Sun Dec 4: HTLC Akron

### **February 24-26, 2023: Enchanted Island**

- Fri Feb 24: HTLC Akron TBC
- Sat Feb 25: Cleveland Venue TBD
- Sun Feb 26: Plymouth

### **Feb 27-Mar 5, 2023: ORMACO OUTREACH ENGAGEMENT**

- Feb 27-Mar 3: 4 library outreach in Summit County
- Mini-residency with Firestone High School students
- Sat Mar 4 TBC Music at Main (Cle Pub Lib)
- Sun Mar 5 Concert at Akron Pub Lib (culmination of residency)

### **April 21-23, 2023: Isabella's Renaissance**

- Fri Apr 21: HTLC Akron
- Sat Apr 22: Lakewood Presbyterian
- Sun Apr 23: Plymouth

### **Jun 3, 2023: Annual BENEFIT**