

Santa Fe CHAMBER MUSIC FESTIVAL

Santa Fe Chamber Music Festival Tessitura Specialist & Box Office Manager Job Description

Marc Neikrug, Artistic Director - Jim Griffith, Executive Director

Position Overview:

The Santa Fe Chamber Music Festival is seeking a Tessitura Application Specialist to provide primary support for the staff's use of Tessitura, our customer relationship management (CRM) system. This role is crucial for ensuring that the Festival maximizes the use of Tessitura for ticketing, fundraising, and community engagement efforts. The Tessitura Specialist & Box Office Manager answers to the Director of Development and works with Marketing and Operations directors and includes coordinating seasonal staff and volunteer staff for the Santa Fe Chamber Music Festival. This individual will ensure smooth ticket sales, front-of-house customer service, and efficient volunteer engagement throughout the festival and if needed during the off-season. The role requires a highly organized, customer-focused individual with excellent communication, sales, and management skills.

Key Responsibilities:

- **Support and Training:**
 - Serve as the main point of contact for all Tessitura-related inquiries, providing exceptional support, training, and communication to all users. Facilitate relationships with key CRM users across different departments.
- **System Management:**
 - Oversee daily database management, monitor data integrity, and understand Tessitura's data structures such as campaigns, funds, and production elements.
- **User Onboarding:**
 - Develop and implement comprehensive training programs for new users, covering console applications, web interfaces, and ticket scanners.
- **Policy and Procedure:**
 - Assist the Director of Development in creating, documenting, and enforcing policies and procedures related to Tessitura's use.
- **Data Integrity:**
 - Enhance data entry accuracy and maintain data hygiene through improved procedures.
- **Analytics Support:**
 - Offer technical guidance to Marketing and Development teams for creating effective dashboards, reports, and data extractions.
- **Ticket Sales & Operations:**
 - Oversee all box office operations including ticket sales (in-person, online, and by phone) for festival performances.
 - Manage the Tessitura ticketing system, ensuring timely updates and accurate records.
 - Coordinate with marketing to ensure timely promotion of ticket sales.
 - Monitor inventory of ticket availability and adjust pricing as needed.
- **Customer Service:**

- Provide exceptional pro-active service to patrons, answering inquiries related to ticket purchases, event details, and venue information.
 - Resolve any ticket-related issues or complaints, ensuring a positive experience for all patrons.
 - Assist patrons with seating and accessibility requirements.
 - **Financial Management:**
 - Handle cash, credit card, and check transactions securely.
 - Track daily box office sales and reconcile financial reports.
 - Ensure accurate records of all ticketing transactions through Tessitura.
 - **Box Office Staff Supervision:**
 - Hire, train, and supervise seasonal box office, house personnel, and volunteers as needed.
 - Schedule and manage shifts for box office staff during festival events.
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Volunteer Coordinator Responsibilities:

- **Recruitment & Training:**
 - Lead the recruitment and onboarding of volunteers for the festival and as needed, ensuring alignment with event needs.
 - Ensure that all volunteers have adequate technology skills to manage the ticket scanner for an efficient and effective flow of patrons.
 - Develop and conduct training sessions for volunteers on their roles, responsibilities, and expectations.
 - **Volunteer Scheduling & Management:**
 - Create detailed volunteer schedules, ensuring adequate coverage for all events and activities.
 - Maintain ongoing communication with volunteers, providing updates and reminders.
 - Coordinate volunteer assignments, ensuring they are matched with appropriate tasks based on skills and preferences.
 - **On-Site Volunteer Supervision:**
 - Oversee volunteer operations during the festival, ensuring smooth execution of volunteer tasks.
 - Serve as the main point of contact for volunteers, providing guidance and troubleshooting during the concerts.
 - Ensure volunteers are properly equipped and informed for their roles.
 - Be available when assistance is needed by volunteers
 - Coordinate with the venue security staff on the process and procedures during an unanticipated event, accident, medical crisis or breach of security
 - **Recognition & Appreciation:**
 - Organize volunteer appreciation events or incentives to acknowledge the contributions of volunteers.
 - Track volunteer hours for reporting and recognition purposes.
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Qualifications:

- **Experience & Skills:**
 - Bachelor's degree in IT, software development, or a related field, or equivalent experience.
 - At least three years of deep experience with Tessitura, ideally in a system administrator role, covering ticketing, fundraising, and configuration.

- Experience with both cloud and on-premise Tessitura instances; familiarity with Tessitura V16 migration is advantageous.
 - Basic SQL knowledge; experience with SQL Server services is a plus.
 - Experience in an e-commerce environment using Tessitura.
 - A genuine passion for the arts and knowledge of classical music is essential.
 - Must be self-motivated, team-oriented, and available for occasional nights, weekends, and after-hours support.
 - Previous experience in box office management, customer service, sales, or event coordination preferred.
 - Excellent communication skills, both verbal and written, with the ability to work collaboratively and manage multiple priorities.
 - Strong organizational and time-management skills with the ability to manage multiple tasks simultaneously.
 - Excellent written and verbal communication skills.
 - Proficiency in ticketing software, Microsoft Office Suite, and basic financial tools.
 - **Personal Attributes:**
 - Friendly, approachable, and customer-focused.
 - Ability to remain calm and composed under pressure.
 - Strong problem-solving skills and attention to detail.
 - Team-oriented with a collaborative spirit.
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Working Conditions:

- This is a year-round full-time position including the duration of the Santa Fe Chamber Music Festival.
- Must be available to work evenings, weekends, and holidays as required by the festival schedule.
- Occasional lifting and carrying of materials or supplies related to box office or event needs may be required.

Compensation:

- The salary range for this position is **\$80,000 – \$90,000** per year, based on experience.

To Apply:

Please submit your resume and cover letter outlining your relevant experience and interest in the position to jim@sfcmf.org. No phone calls please..

The Santa Fe Chamber Music Festival does not discriminate on the basis of age, ancestry/national origin, color, disability, gender identity/expression, marital status, race, religion, sex, or sexual orientation in matters affecting employment or in providing access to programs and activities.