

**TITLE**

Advancement Associate (Box Office & Patron Services)

**OVERVIEW**

Ballet Memphis aspires to reveal and celebrate the universality of the human experience through dance. The organization was founded in 1986 with the mission to create a ballet company that is reflective of our community and the nation by creating, presenting and teaching ballet in a way that celebrates the human spirit. Over the years, our professional company has developed an extensive original repertoire that spotlights the unique cultural significance of our region, having shared it with audiences at home and around the nation, including the Joyce Theater in New York City and the John F. Kennedy Center for the Performing Arts in Washington, D.C., among others. Today, Ballet Memphis operates through four program pillars: a professional dance company, a ballet school and advanced youth ensemble, robust Pilates and Wellness offerings, and a growing body of community impact work.

**JOB SUMMARY**

The Advancement Associate drives Ballet Memphis' operational excellence through managing Box Office functions and supporting the additional patron services activities described below. Ballet Memphis performs on stages across the region, and the Box Office for some productions is operated by external venues. This position is responsible for effectively liaising with external Box Offices and directly administrating all in-house ticketing. This individual also uses their ownership of patron data to support the organization's emerging research and audience development agenda in service of program relevance, strong ticket sales, contributed income, and patron engagement. Sharp attention to detail, self-motivation, and excellent organizational skills are required, as are strong verbal communication skills. This position is a vital member of the Advancement Department and broader Ballet Memphis team, reporting to the Development Officer and collaborating closely with the Director of Communications and the Chief Administrative Officer.

**RESPONSIBILITIES**

- Patron Services/Box Office
  - Manage Box Office operations in partnership with senior leadership and external venues.
  - Directly administrate all in-house Box Office functions.
  - Provide frontline customer service for all program areas, building affirmative relationships with patrons across Company, School, Pilates+ Wellness, and Community Impact.
  - With oversight, coordinate logistics for special events and initiatives (examples include the Nutcracker Tea & Boutique, donor receptions, community events, etc.).
  - Support class registration for Adult Dance and other programs as needed.
  - Collaborate across departments to support an effective stewardship pipeline from ticket buyers and school/class registrants to individual donors.
  
- Development Operations
  - As a vital database administrator, support the maintenance of accurate gift, grant, and donor records.
  - Collaborate with development staff to inform and operationally execute fundraising

- campaigns; manage mail-merges for donor acknowledgements and other direct mail campaigns.
  - Run routine reports to monitor progress, support grant applications and reports, and create recipient lists for mailings, e-news, etc.
  - Refine systems and processes as appropriate.
- Marketing and Communications
  - Collaborate with communications staff to disseminate external communications including select digital and print media; manage the regular posting of events to public calendars.
  - Deliver on Ballet Memphis' research and audience development agenda by creating meaningful analyses of patron preferences and perceptions using the donor/ticketing database, electronic survey tools, and other modes.

#### **REQUIREMENTS**

- Box Office, donor management, or other CRM database experience required (Spektrix, Audience View, Patron Manager, Raiser's Edge, MindBody, Salesforce, etc.).
- Must be highly proficient in Microsoft Office, especially Excel and Word; general comfort with learning new technology.
- 3+ years of professional experience required (administrative, database, box office or patron services preferred).
- Passion for the arts, ballet or otherwise.

Individuals who demonstrate the following traits will be especially successful in this role:

**Effective communicator:** Strong communication skills; able to provide friendly and professional customer service to patrons in-person, by phone, and over email.

**Intellectual curiosity:** Interested in learning new tools and approaches, finding patterns in data, identifying ways to continuously improve systems and processes, and digging deeper than the surface.

**Adaptable and nimble:** Responds quickly and flexibly to appropriate changes in projects. Demonstrates optimism in problem-solving and resiliency after setback.

**Collegiality:** Values the diverse backgrounds, experiences, and perspectives of others; helps to create a sense of belonging for all by treating others with courtesy, respect, and acceptance.

Ballet Memphis employees commit to embodying our shared operating values of Excellence, Belonging, Authenticity, and Joy.

#### **BENEFITS AND COMPENSATION**

This is a salaried, full-time position eligible for full benefits. The salary for this role is \$45,000. Benefits include a paid two-week holiday break (in addition to vacation and personal days) and free group wellness classes.

Ballet Memphis works to sustain an environment that is consciously inclusive of all races, ages, religions, sexual identities, gender expressions, and abilities. We renounce racism as well as any other system or structure that perpetuates exclusion and causes harm. Our excellence derives from our diversity and we commit to continuously challenging ourselves as well as old ideas and outdated norms that hinder the full celebration of our collective humanity.

#### **TO APPLY**

Please send a cover letter and resume to [careers@balletmemphis.org](mailto:careers@balletmemphis.org).