

Position: Office Administrator

Reports To: Executive Director

Summary of Position

The Office Administrator serves as the face of the Wyoming Symphony Orchestra's (WSO) office, ensuring smooth day-to-day operations. This role requires strong organizational skills, attention to detail, and excellent communication abilities to manage financial records, maintain patron and donor databases, and support concert production efforts.

Responsibilities

Administrative & Financial Management

- Maintain accurate records in Blackbaud (Arts People, E-Tapestry) and QuickBooks, including patron information, donations, ticket sales, and financial transactions.
- Process payments, deposit checks, and reconcile financial records weekly.
- Prepare and mail thank-you letters, gift certificates, and other correspondence.
- Order office supplies and ensure office cleanliness and organization.
- Answer phone calls, take messages, and assist with inquiries.
- Research obituaries to keep donor and patron records up to date.
- Proofread programs and meeting notes.

Patron & Ticketing Support

- Manage comp ticket requests and reserved concert ticket communications.
- Oversee season rollover and maintain ticketing databases.
- Check in patrons at all symphonies, POPS, and special events.
- Process seat exchange requests and maintain patron records.
- Generate reports on ticket sales and attendance.

Concert & Event Coordination

- Assist with concert preparations, including setting up the box office and overseeing volunteer ushers.
- Distribute posters to businesses in Casper and set up banners at concert venues.
- Arrange and deliver food for rehearsals and pick up flowers for performances as needed.
- Support post-concert tasks such as ticket counting, banner removal, and venue cleanup.

Compensation & Hours

- **Hours:** Tuesday-Thursday, 1:00 PM - 5:00 PM; Friday, 11:00 AM - 3:00 PM, with additional hours during concert weeks.
- **Pay:** \$16 per hour.
- **Office Closed:** Saturday-Monday.