

ADMINISTRATIVE COORDINATOR – JOB DESCRIPTION

JOB TITLE: Administrative Coordinator

REPORTS TO: Executive Director

SUPERVISES: Volunteers

JOB SUMMARY

The Administrative Coordinator manages daily office operations, all ticketing and box office functions, event and reception coordination (including the Annual Gala), education and outreach logistics, youth ensemble administration, donor processing, and volunteer engagement. This position provides essential administrative support to staff, musicians, donors, and community partners, ensuring smooth and welcoming interactions across all Symphony of the Mountains activities.

JOB DUTIES AND RESPONSIBILITIES

1. Box Office & Ticket Sales

- Manage all box office and ticketing operations, ensuring friendly and professional customer service.
- Process ticket orders and maintain accurate records in AudienceView.
- Oversee season subscriptions, daily ticket sales, and attendance tracking.
- Coordinate and distribute complimentary tickets; maintain detailed documentation.
- Print, package, and distribute all ticket orders and complimentary tickets.
- Prepare and transport box office equipment for venue setup; coordinate with venue managers.
- Run the box office at concerts and reconcile all ticket income and post-event reports.
- Prepare final attendance and ticket sales reports for concerts, receptions, and the Annual Gala.

2. Office Management & Administrative Support

- Serve as receptionist and general office support.
- Schedule and confirm media interviews; Send concert posters, press releases, and photos to media outlets; proofread press releases.
- Use QuickBooks Online to create and manage invoices and accounts receivable.
- Use Bill.com to enter musician payroll, process invoices, and manage accounts payable.
- Process and code vendor invoices; prepare and deliver bank deposits.
- Maintain office supplies, copier maintenance, and troubleshooting of basic equipment issues.
- Retrieve, open, and prepare outgoing mail; complete post office runs.
- Maintain organized filing systems (electronic and physical).
- Create, edit, and format documents in Google Workspace.
- Assist with research tasks, developing contact lists, and outreach preparation.
- Distribute brochures, posters, flyers, and other materials throughout the community.
- Create program book inserts; secure approvals, print, trim, and assemble.
- Solicit advertising for digital program book; assist with program book management.
- Perform basic regular updates to the Symphony's website.

3. Donor Management

- Log all donations in AudienceView and internal spreadsheets.
- Prepare and mail/email donor tax acknowledgment letters.
- Maintain accurate donor information for program books and internal distribution.
- Provide donation summaries to staff and board as needed.

4. Education & Outreach

- Maintain regional arts and school calendars to support planning and communication.
- Maintain contact lists for school band and orchestra directors; distribute emails, mailings, flyers, and promotional materials.
- Reserve rehearsal and event spaces for educational programming; coordinate meals and volunteer support.

SYMPHONY of the MOUNTAINS

Entertaining, Educating, Enriching

SOTM Youth Ensembles

- Manage administrative functions of the Primo and Summit Strings Orchestras (and upcoming full youth orchestra).
- Schedule auditions, reserve rehearsal rooms and concert venues.
- Promote ensemble activities and maintain contact lists; Visit schools to recruit students.
- Create, print, and assemble concert programs.

Side-by-Side Concert

- Coordinate all administrative logistics for the Side-by-Side program.
- Distribute promotional materials to schools and educators.
- Collect and organize youth applications and audition videos; relay materials to the Music Director and communicate decisions to applicants.
- Organize and distribute music to participating student musicians.
- Serve as liaison among the Music Director, teachers, students, and families.

Elizabeth Harper Vaughn Concerto Competition (bi-annual)

- Prepare and distribute audition information and promotional materials.
- Maintain university and educator email and mailing lists.
- Receive and organize audition materials; forward submissions to the Music Director.
- Communicate results to applicants and notify finalists.
- Coordinate finalist logistics and arrange host families through WSC when needed.

5. Event Coordination (Receptions, Gala, Special Events)

- Support concert receptions and special events in coordination with the Gala Committee and Women's Symphony Committee (WSC), including invitations, décor, food preparation or ordering, set-up, service, and cleanup.
- Create posters, invitations, and event collateral.
- Assist with aspects of the Annual Symphony Gala:
 - Solicit auction items
 - Create the Gala auction book, bid sheets, and related printed materials
 - Secure event insurance and liquor permits
 - Collect attendee information, dietary needs, and payments
 - Prepare check-in lists and manage patron arrival
 - Monitor the silent auction and assist patrons
 - Prepare invoices and reconcile expenses and payments; Calculate tax credits
- Assist with decorating for events such as receptions and Farmers Market performances.

6. Volunteer Coordination

- Coordinate all volunteer opportunities for concerts, special events, and educational programs in partnership with the Women's Symphony Committee and Symphony staff.
- Post, update, and maintain volunteer opportunities such as box office, receptions, and office support.
- Train volunteers to ensure they are prepared for assigned duties.
- Communicate event details, schedules, and expectations to volunteers.
- Confirm volunteer assignments and manage day-of coordination.

7. Additional Responsibilities

- Prepare artist gift baskets and order flowers for guest artists as needed.
- Assist with coordinating *Paths to Dignity* outreach performances with Tri-Cities partners.
- Perform other duties as assigned to support the mission and operations of Symphony of the Mountains.