

The Reno Chamber Orchestra (RCO) **Administrative Assistant** assists patrons with information and ticket purchases, as well as day to day office administrative tasks. The position reports to the Director of Administration. This part-time position is estimated at 15 hours per week plus occasional evening and weekend hours during concerts and events. An ideal candidate will possess professional customer service skills, tact and diplomacy, and an aptitude for maintaining efficient systems.

Principal Duties:

- Customer Service and Sales
 - Act as the first point of contact for patrons and visitors in the RCO office
 - Check voicemail and admin email regularly and respond to inquiries in a timely, professional manner.
 - Sell tickets and take donations through RCO customer relationship manager (CRM) system.
 - Manage complimentary ticket distribution including musicians, partner organization, and donations to other nonprofits.
- Data Management
 - Accurately enter contact information, donation details, and other updates in RCO database. Pull targeted lists and reports based on patron data as requested by other staff.
 - Pull targeted mailing lists and perform mailing support for regular marketing and development communications.
- Other Duties as assigned

Desired Skills:

- Attention to detail, and a highly organized approach to managing office systems.
- A commitment to providing prompt, courteous customer service and support
- A sense of diplomacy when handling sensitive information and interactions
- Database experience
- Proficiency with Microsoft Office and Google Workspace
- Background in music and the performing arts preferred but not required
- A willingness to learn new skills

Estimated Hours and Working Conditions:

- This part-time position is estimated at 15 hours per week plus occasional evening and weekend hours during concerts and events.
- **Compensation \$15.00 per hour**
- Event coordination and support requires routinely lifting and moving items and climbing stairs. In office hours and demands are routine for an office environment. Proficiency in computers and cloud-based software and an ability to lift 20 lbs is required.

To apply please send cover letter and resume to admin@renochamberorchestra.org