



Box Office & Subscription Sales Coordinator (Part-Time)

About the Organization:

National Philharmonic engages, inspires, and unites diverse communities across the Washington, DC area through outstanding music performances and innovative education programs.

Vision:

To share and amplify the power of music.

Values:

- Access and Inclusion
- Collaborative Creativity
- Innovation
- Educational Engagement
- Inspirational Connections

Location: The Music Center at Strathmore, North Bethesda, Maryland, with remote and on-site work

Schedule: Part-time, including some evenings and weekends for concerts and events

Compensation: \$22.00 to \$27.00 per hour, based on experience

Position Summary

National Philharmonic seeks a detail-oriented, personable, and sales-minded Part-Time Box Office and Subscription Sales Coordinator to support ticketing, subscription sales, outbound sales calls, and patron services. This role is ideal for someone who enjoys helping audiences connect with live music, has strong customer service skills, and can manage accurate ticketing and sales processes in a fast-paced arts environment.

The Box Office and Subscription Sales reports to the Director of Patron Advancement and will work closely with National Philharmonic staff and the Strathmore ticket office to assist patrons with subscriptions, single-ticket purchases, exchanges, donations, account updates, and general inquiries. The role involves making outbound calls to key audiences to encourage subscription purchases, renewals, upgrades, and contributions, as well as receiving calls from patrons related to subscriptions, ticketing, and donations. The role requires professionalism, accuracy, warmth, and a commitment to creating an excellent patron experience. Candidate with experience or interest in the classical music field is a plus.

Key Responsibilities

- Subscription sales and renewals: Use Tessitura to assist with subscription campaigns, renewals, upgrades, exchanges, and new patron acquisition.
- Outbound direct marketing: Make calls to existing subscribers, lapsed subscribers, single-ticket buyers, donors, and other patrons to sell subscriptions, renewals, upgrades, and tickets.

- Call list management: Work from approved subscriber and patron lists, track call outcomes, update patron records in Tessitura, and identify follow-up opportunities.
- Sales scripting and follow-up: Use approved talking points to communicate subscriber benefits, deadlines, seating options, concert programming, and special offers; follow up with interested patrons by phone or email as needed.
- Patron service: Respond to phone, email, and in-person inquiries with courtesy, accuracy, and timely follow-through.
- Box office coordination: Work with the Strathmore ticket office to resolve patron questions, ticketing issues, seating requests, and order adjustments.
- Sales support: Promote concerts, packages, discounts, and special offers to patrons and prospective subscribers.
- Database and recordkeeping: Maintain accurate patron records, order notes, subscription details, and sales reports in Tessitura.
- Concert support: Provide on-site assistance during performances, including will call, patron troubleshooting, and VIP or donor ticketing needs.
- Administrative support: Help coordinate mailing lists, patron communications, subscription materials, and post-campaign reports.
- Collaboration: Coordinate with marketing and development to ensure consistent patron communication and service.

Qualifications

- Experience: Previous experience in box office, ticketing, customer service, sales, hospitality, performing arts, or nonprofit administration.
- Phone sales: Comfort making outbound calls and speaking with patrons about subscription options, benefits, pricing, deadlines, and seating preferences.
- Communication: Excellent verbal and written communication skills.
- Accuracy: Strong attention to detail and comfort handling financial transactions or ticket orders.
- Professionalism: Friendly, patient, and professional demeanor with patrons, artists, volunteers, and colleagues.
- Organization: Ability to manage multiple tasks, prioritize deadlines, and stay calm during busy periods.
- Technology: Proficiency with Microsoft Office and databases or ticketing systems like Tessitura.
- Availability: Availability for occasional evenings and weekends during performances.
- Interest in the arts: Interest in classical music, live performance, or nonprofit arts organizations is a plus.

Desired Skills

- Experience with ticketing, CRM, or donor databases. Tessitura experience.
- Comfort making enthusiastic outbound sales calls.
- Experience with direct marketing, phone-based patron engagement, subscription renewals, or membership sales a plus.
- Bilingual communication skills are a plus.
- Familiarity with subscription-based sales, audience development, or arts patron services a plus.

Working Conditions

This is a part-time position requiring a mix of office, remote, and event-based work. Some work will take place during concerts and special events, including evenings and weekends. The Box Office and Subscription Sales Coordinator should be comfortable interacting with the public and working collaboratively with staff and box office partners.

Applications and Inquiries:

To submit an application, please send a cover letter and resume to office@nationalphilharmonic.org with the subject line "Part-Time Box Office and Subscription Sales Coordinator." Applications will be reviewed on a rolling basis until the position is filled

The specific qualifications in this description are not intended to be all-inclusive, but rather represent the typical elements and criteria necessary to perform the job successfully. National Philharmonic celebrates diversity and is committed to providing an equal opportunity to all qualified employees and applicants without regard to age, race, ancestry, national origin, religion, disability, sex, sexual orientation, gender identity or expression, or any other protected status in accordance with the applicable law. We recognize that an individual with a disability may require a job modification or accommodation to enable them to successfully perform a job function, and consideration will be given to such requests.