

## Office & Patron Services Coordinator Chor Leoni Choral Society – Vancouver, BC

### Who we are

Chor Leoni is a community dedicated to changing lives through music. For more than 30 years, we have combined world-class excellence with a dedication to the community where we live, and this dedication is present in all that we do: inspiring audiences, training artists, educating youth, and advancing our art form by creating, promoting, and presenting choral music.

This dedication also translates to our singers, our community, and our staff. In turn, Chor Leoni has been recognized internationally through numerous festival awards and the Margaret Hillis Award, the most prestigious honour awarded by the professional organization Chorus America.

With more than 15 concerts a year, numerous local touring and charity performances, two youth engagement programs, a vibrant choral festival, a fly-in professional ensemble, composition competition, and robust digital programming, Chor Leoni is one of the most active volunteer choral organizations in North America. This activity is supported by a committed, tight-knit team dedicated to advancing the choir's vision, mission, and values. This mission-driven approach inspires all our work and is at the heart of the choir's impact, engagement, and success.

### Job description

Chor Leoni is seeking an Office & Patron Services Coordinator to ensure the smooth and efficient operation of all systems that enable our patrons and participants to have transformative musical experiences through Chor Leoni. You *are* the Chor Leoni box office, both on the front lines with our loyal fans, helping them with tickets, donations, and any issues they may have, and you run the behind-the-scenes programs, systems, processes, and technology that make our organization succeed. You will also support the fundraising and sponsorship efforts that allow us to make beautiful music in and for our local community.

As the primary driver of our box office, you understand that a customer's experience is not siloed to the concert hall. It begins with their first interactions with Chor Leoni. You're great on the phone and passionate about ensuring everyone has an A+ experience with Chor Leoni, from purchasing tickets and making donations to stepping into the concert hall and getting tickets scanned. You understand the importance of fundraising and donor relationships. You're ready to master our CRM system to process donations and get donors their tax receipts asap, and you're excited to act as support for our fundraising endeavours. You thrive in a small, tight-knit team and enjoy fast-paced collaborative work in a mission and values-driven organization.

As an office administrator, you're extremely well-organized and detail-oriented. Nothing gets past you, and when it does, you think about it for weeks. You get excited by efficient and smooth-running processes and procedures. You enjoy creating and following systems that help you and others do their jobs better. You're able to juggle many small tasks at the same time. You enjoy supporting and helping others be their best and understand that it's the little things that help an organization run at a world-class level. You're quick to master technology – websites, databases, email systems, software – can troubleshoot problems, have experience with AI integrations, and can coach others through technological issues. You enjoy digging into features, utilizing software to its fullest, and helping others succeed with your skills. When things go wrong, you're an avid problem solver and enjoy the challenge of figuring out a fix.

### What you'll *actually* do

- Run the Chor Leoni box office, setting up the season in our CRM system, troubleshooting online ticket purchase issues, and processing phone orders, group sales, and VIP purchase programs.
- Ensure the smooth running of Chor Leoni's day-to-day office activities, including managing the email inbox, ensuring efficient office workflow, physical and digital filing, and fielding customer questions
- Coordinate the creation of several major annual projects like the annual report, concert programs, CD Booklets, and recording releases
- Compile and track Chor Leoni's participation, activities, fundraising, and sales, and report those to management
- Be the go-to user of Chor Leoni's ticketing and fundraising system, setting up the season, implementing new features, cleaning data, troubleshooting issues, pulling reports, and processing and importing all donations and participation records
- Act as the on-staff troubleshooter for all technical issues
- Support the Manager of Philanthropy in creating a world-class donor experience for our supporters
- Coordinate our donor thank-you activities
- Support front-of-house at Chor Leoni concerts and events
- Maintain a close relationship with the Chor Leoni team
- Receive weekly mentorship from the Executive Director and be given the opportunity to learn and grow, particularly in the world of fundraising.

### What you're great at

- Attention to detail with a love of processes and procedures
- Helping people unlock beautiful musical experiences through ticket sales, donations, orders, and registrations
- Creating new systems to make an organization run better
- Learning and mastering new software
- Keeping things organized for yourself and others

- Multitasking, time management, and meeting deadlines with several major projects
- Tactfully solving technical problems
- Working on customer service issues with people from diverse racial, ethnic, and socioeconomic backgrounds
- Diplomatically and consistently following up with others
- Learning, improving, getting better, and applying it all to change lives through music
- Articulating your passion for the performing arts

This is an employee position working 28 hours (4 days) a week out of Chor Leoni's office. Remuneration for this role will be \$40-45K, commensurate with experience + benefits and vacation. Our business is concerts and events, so some evenings and weekends are required (but they should be the best part of the job!). You'll work on a small, dynamic team, and your contributions will help advance Chor Leoni's Mission, Vision, and Values.

Your successful efforts will improve the efficiency and effectiveness of all aspects of the organization, ensuring greater participation in our concerts and programs and deeper relationships with our donors and the broader community.

If this sounds like an opportunity for you, reach out to us at [apply@chorleoni.org](mailto:apply@chorleoni.org) with the subject line OFFICE AND PATRON SERVICES COORDINATOR. We're open to a variety of backgrounds and experiences, but show us that you're the right fit with your cover letter *and* resume. The application deadline is September 7, 2025.

Chor Leoni is committed to building a diverse staff and strongly encourages applications from equity seeking, underrepresented, or marginalized communities.