

Position: Order Processing Assistant Position

Type: Part-Time Application Deadline: February 13

Position Length: February 23 - June 22, 2026

Hours: 20 hours per week, preferred 9:00 am- 1:00 pm, flexible scheduling available

The Madison Symphony Orchestra is seeking a part-time Order Processing Assistant to join our team as we open subscriptions for our 2026-2027 season. This role is based on-site in downtown Madison.

Responsibilities:

- Subscription Order Processing
 - o Process subscription orders via phone and other channels.
 - o Update tracking documents for orders received via mail, phone, and our website.
 - o Perform clerical tasks to maintain organization of subscription orders.
 - o Respond to subscriber inquiries and messages received overnight.
 - o Assist in contacting subscribers for renewal reminders.
 - o Help enter subscription orders in Tessitura

Requirements:

- Prior customer service experience.
 - o Strong interpersonal skills with the ability to engage effectively with a wide variety of people, including board, donors, staff, volunteers, and the public.
 - o Familiarity with Tessitura

Benefits:

- o Compensation: \$20 per hour.
- o Part-time commitment: 20 hours per week.

To apply, please submit a one-page cover letter detailing your interest in the position, along with how your skills and background align with the role, and your resume to Bella Clinton, Audience Experience Manager: iclinton@madisonsymphony.org.

The Madison Symphony Orchestra believes that diversity is a source of strength, creativity, and innovation. We value the contributions of each person and respect the profound ways their identity, culture, background, experience, status, abilities, and opinion enrich our organization. We are committed to increasing our efforts to diversify our administrative and board leadership, orchestral music, and performers. Madison Symphony Orchestra Inc. is an Equal Opportunity Employer