

**Position: Order Processing Assistant**

**Position Type:** Part-Time

**Application Deadline:** Open until filled.

**Position Length:** April 22-June 30, 2024

**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 2024-2025 season. This role is based on-site in downtown Madison.

**Responsibilities:**

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

**Requirements:**

- Prior customer service experience.
- Strong interpersonal skills with the ability to engage effectively with a wide variety of people, including board, donors, staff, volunteers, and the general public.
- Proficiency in Microsoft Excel.
- Commitment to maintaining confidentiality of customer records and billing information.

**Preferred:**

- Familiarity with Tessitura and Raiser's Edge.

**Benefits:**

- Compensation: \$20 per hour.
- Part-time commitment: 20 hours per week.
- Complimentary tickets to select 2024-2025 Madison Symphony Orchestra Concerts.

**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 Peter Rodgers, Director of Marketing: [prodgers@madisonsymphony.org](mailto:prodgers@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.