

Position Description

Title: **Receptionist & Administrative Assistant**

Reports to: Executive Director

RESPONSIBILITIES

General Office Coordination

- Serve as the Symphony's first point of contact for internal and external constituents. Interact in a warm and friendly manner and provide a high level of customer service.
- Assure reception duties are covered during business hours, arranging backup coverage when necessary.
- Greet visitors, provide information, offer hospitality.
- Answer and forward phone calls, taking messages when necessary. Monitor main voicemail box. Manage all aspects of phone system, including adding new lines, updating staff directory of extensions, and setting special greetings for holidays or office closures.
- Monitor and maintain the organization's general e-mail inbox.
- Issue underground garage parking tokens for visitors; monitor token usage to ensure compliance with parking policies.
- Act as primary liaison with building management to submit work requests and convey important building-related information to staff.
- Monitor and maintain office equipment, e.g., copier, scanner and postage machine.
- Receive and sign for packages.
- Retrieve, sort, and distribute incoming mail. Take outgoing mail to mailbox or post office.
- Manage office supply inventory and order supplies when needed.
- Coordinate recycling, shredding.
- Prepare meeting rooms for in-person and video meetings.
- Manage office-wide calendar of appointments, meetings, and events, including conference room reservations.
- Monitor kitchen and break room area for stocked supplies and general tidiness.
- Help keep storage rooms organized, in collaboration with departmental staff.

- Update and distribute internal contact lists, including staff telephone extensions, birthdays and work anniversaries.

Human Resources

- Lead general onboarding of new employees, including office orientation, phone training, parking tags, office keys, employment forms, health insurance forms.
- Collect and maintain records of requests for paid time off (PTO).

Administrative Support

- Act as primary liaison with IT support and internet provider. Troubleshoot as able, or submit help requests to quickly resolve issues related to: IT, network, MS 365, Outlook, servers, storage, backup, compliance.
- Create mailing lists from database(s) according to criteria and due dates specified by project. Prepare clean Excel files for bulk mailings.
- Assist patrons with subscription orders during subscription season, in person or by phone.
- Assist with maintaining constituent records in Raiser's Edge and Tessitura databases, such as updating contact information, deceased, do not mail, etc.
- Assist with special event planning, including managing RSVP lists, attending events, providing registration support and assisting with other event-related tasks. This may require occasional nights and weekends.
- Support other staff with various administrative tasks as needed, including mailings, preparing meeting handouts, etc.
- Make bank deposits as needed.
- Interact with volunteer committees, MSOL board, FOCO board; provide limited administrative support to these entities.
- Other duties as assigned.

REQUIRED EXPERIENCE, ABILITIES, SKILLS

- Associate's degree or higher with a minimum of two years of experience in an area related to office administrative support.
- Professional demeanor and excellent customer service abilities.
- Ability to lift 20 lbs.
- Excellent skills in the areas of organization, attention to detail, time management, ability to manage multiple tasks, define and set priorities and problem solve.
- Ability to take initiative with projects to work both independently and as a team member.
- Communicate effectively, both verbally and in writing. Excellent verbal and written communication skills.
- Proficiency in Microsoft Office (Outlook, Word, Excel).

Not required, but desired:

Experience working in CRM program(s). Knowledge of Blackbaud software (Raiser's Edge) or Tessitura is desired. The successful candidate will have a demonstrated ability to learn and become facile with database software.

This list of essential responsibilities and requirements is not intended to be exhaustive. The MSO reserves the right to revise this job description as needed to comply with evolving job requirements.

BENEFITS

Health insurance

Option to participate in 401(K) Retirement Plan

Paid holidays, vacation and sick time

Free parking in downtown Madison

Free admission to all Madison Symphony Orchestra concerts

Expected salary range \$45,000 to \$48,000, commensurate with experience.

TO APPLY

Submit cover letter, resume, and the names of two professional references to: David Gordon, Executive Assistant, Madison Symphony Orchestra, 222 W Washington Avenue, Suite 460, Madison, WI 53703 or dgordon@madisonsymphony.org

Applications will be accepted until position is filled. For best consideration, apply by July 20, 2025.

About the Madison Symphony Orchestra

The mission of Madison Symphony Orchestra, Inc. is to produce high quality concerts of orchestral, instrumental, vocal, and choral music, to educate and entertain audiences of all ages in the Madison area and beyond, and to advocate music as a universal language of expression and understanding.

The Madison Symphony Orchestra presents its 100th Anniversary Season in 2025-2026. Under the 32-year leadership of Music Director John DeMain, the MSO is recognized as one of America's leading regional orchestras, providing Madison and south-central Wisconsin with performances and educational opportunities to interact with great masterworks and top-tier guest artists from around the world. Our administrative offices are located in vibrant downtown Madison, Wisconsin, one block from the beautiful Overture Center for the Arts where most of our concerts take place. Learn more at 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.