



JOB DESCRIPTION

JOB TITLE: Database Specialist

DEPARTMENT: Marketing and Communications

REPORTS TO: Director of Ticket Services & Database Management

POSITION SUMMARY:

The ISO's Department of Marketing & Communications is seeking a Database Specialist to join our innovative team and help us reach the next level as a data-driven organization. This dynamic role requires a passion for the performing arts combined with an analytical, detail-oriented skill set. This position is responsible for assisting the Director of Ticket Services & Database Management in managing the ISO's ticketing data through the Tessitura CRM software. The successful candidate brings proven experience in CRMs, strong data analysis skills, the ability to work collaboratively within and across departments, and promote data-driven decision-making that positions the ISO to build long-term sustainability as central Indiana's leading performing arts organization.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

Work with the Director to effectively and efficiently manage and utilize the Tessitura database

Working with the Director, who will provide training and guidance, the Specialist will:

Build all ISO events, concerts, and packages

Build all Hilbert Circle Theatre rental events

Ensure all production elements are accounted for in event set-up

Support all data integrity and data maintenance activities such as duplicate record management, NCOA, and data appends

Participate in the weekly Marketing & Communications meetings to discuss data strategy

Provide support as needed to all departments with data requests

Assist in the production of weekly sales reports

Build list extractions for direct marketing initiatives; Manage suppressions for all mailings

Assist in the transition to Tessitura Version 16

Maintain TNEW purchase path and its integration with Tessitura for all presales, on-sale launches, and staff comp needs

Expand knowledge and continued training in system functionality and cross train other staff members as appropriate

Write and maintain ISO specific Tessitura documentation, including data standards and processes

Maintain the integrity of the database, ensuring that new reporting and data entry are compatible with existing Tessitura functionality and customizations

Ensure that Tessitura is integrated with the website and that all applicable events are being sold on the website

Performs website testing for all events and new functionality

Assist the box office in preparing for ticket on sales and remote box office sales

Service and troubleshoot all Boca printers

Perform other duties as assigned

PREREQUISITE SKILLS & REQUIREMENTS:

Bachelor's degree or equivalent work experience required

3-5 years of box office/ticketing experience or database management experience is desirable

Strong verbal and written communication skills

Excellent attention to detail

Strong time management abilities, excellent follow-through and problem-solving skills, the ability to keep calm under pressure, and maintaining a positive, friendly demeanor

General knowledge of non-profits is preferred. A passion for the arts – and a desire to continually learn about the ISO – is a must.

TECHNICAL PROFICENCIES:

Intermediate level user of Microsoft Word, Outlook, Power Point and Excel required
WordPress experience preferred

Previous experience in database management strongly preferred. This position will become a high-level user of the Tessitura software upon training.

Beginning level Adobe Acrobat Pro required

PHYSICAL REQUIREMENTS:

This position requires the ability to sit for long periods to conduct daily business operations.

INTERPERSONAL CONTACTS:

INTERNAL: Frequent contact with staff members in nearly all departments.

EXTERNAL: Occasional contact with Hilbert Circle Theatre rental clients.

SPAN OF CONFIDENTIAL INFORMATION:

The Specialist will have access to sensitive and confidential patron information in Tessitura and ISO sales figures. The Specialist will be charged with using sensitive information responsibly and with discretion.

SPAN OF SUPERVISION:

The Specialist will receive regular and frequent guidance and leadership from the Director of Ticket Services & Database Management.

The ISO's current office policy includes one day per week working from home and four days in the ISO's downtown Indianapolis offices. **This is an in-person position.** The policy is subject to change. This role may occasionally require the Specialist to work non-traditional hours, such as evenings or weekends. Primarily the Specialist's work hours will take place during typical office hours.

OUR MISSION

To inspire, entertain, educate and challenge through innovative programs and symphonic music performed at the highest artistic level.

OUR VALUES

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission through:

- Outstanding **performance** on and off the stage.
- Extraordinary **service** to both internal and external customers.
- A compassionate workplace built on **trust** and **mutual respect**.
- A culture of **flexibility** and **openness to change**.

OUR DEIB VISION

We endeavor to model practices of diversity, inclusion, and equity in all that we do, including programming, people and culture, and community building. Through these practices, we will build a universal sense of belonging for all who connect with the ISO.

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status or any other status protected by law.

Applications for this position should be sent to jobs@indianapolissymphony.org.