

SEATTLE CHAMBER MUSIC SOCIETY

James Ehnes, artistic director

Position Announcement:

Operations & Patron Services Associate

Position status: Permanent full-time position, in-person work required.

Compensation: Hourly range: \$25–\$28 depending on experience (full time, 40 hours per week)

About Seattle Chamber Music Society

Seattle Chamber Music Society (SCMS) is a cornerstone of the Pacific Northwest's cultural landscape. With a dedication to presenting world-class chamber music performances, SCMS is driven by a relentless pursuit of excellence, accessibility and community engagement. We strive to cultivate a deep love for chamber music and ensure its vitality for future generations.

Founded in 1982 by cellist Toby Saks, SCMS has experienced unprecedented growth in recent years. Artistic Director James Ehnes is among the most celebrated musicians in the world.

Position

Seattle Chamber Music Society seeks a highly organized, service-oriented teammate to serve as Operations & Patron Services Associate. This role serves as a central administrative and operational connector across office management, executive support, patron services, and space use coordination.

The position includes Office Manager and Executive Assistant responsibilities, providing direct administrative support to the Executive Director and Senior Director of Business Operations while collaborating closely with the Patron Services team and supporting rentals logistics.

This is an in-person, detail-oriented role for someone who enjoys being the connective tissue of an organization.

This position reports to the Senior Director of Business Operations.

Principal Duties

Office Management

- Serve as liaison to office vendors and service providers, including IT, facilities, and building services
- Coordinate purchasing, setup, and maintenance of office technology and equipment, following established organizational processes
- Manage organizational calendars, meeting logistics, and virtual meeting links
- Assist with setup and coordination for board and staff meetings
- Coordinate invoice intake and internal approval routing prior to payment processing
- Maintain organized financial documentation and vendor records
- Maintain organized filing systems and shared records, including updating organizational documents and internal resources
- Schedule custodial services and routine maintenance
- Maintain office equipment, phones, internet, copiers, and credit card machines
- Order and maintain office supplies, kitchen supplies, and snacks
- Participate in broader office and operations projects as needed

Executive & Senior Leadership Support

- Provide administrative and scheduling support to the Executive Director
- Assist with screening meeting requests and coordinating schedules
- Support board-related communications, materials, and logistics
- Support internal financial workflows by ensuring documentation is complete and properly routed to external bookkeeping partners
- Participate in staff trainings and organizational meetings

Patron Services & Box Office Support

- Serve as a front-line point of contact for patrons, visitors, and callers
- Process ticket sales and respond to patron inquiries by phone and email
- Provide administrative and operational support to the Patron Services team under the direction of the Patron Services Manager
- Support box office coverage during festivals and other peak activity periods
- Assist with documentation, coordination, and overflow tasks as needed to ensure smooth patron-facing operations
- Help ensure a welcoming, responsive experience for audiences and community members

Rentals & Space Use Coordination

- Coordinate scheduling and space use for external renters (concerts, rehearsals, recordings, receptions)
- Serve as primary administrative point of contact for renters regarding logistics, access, and facility guidelines
- Generate and issue rental invoices in accordance with approved agreements
- Track rental receivables and follow up on outstanding payments
- Coordinate internally to ensure rental payments are properly reconciled with finance
- Maintain rental documentation, usage tracking, and post-event follow-up
- Ensure rental activity aligns with organizational policies and space guidelines

Preferred Qualifications

- 3–5 years of experience in office administration, executive support, or operations coordination
- Experience supporting customer-facing teams or patron services preferred
- Strong interpersonal and communication skills with a service-oriented mindset
- Excellent organizational skills and attention to detail
- Ability to manage multiple priorities and shifting demands
- Strong written communication and documentation skills
- Comfort with calendars, ticketing systems, structured financial documentation, and standard office technology
- Commitment to teamwork and collaborative problem solving

Compensation and Benefits

- Hourly range: \$25–\$28 depending on experience
- Eligible for retirement plan participation after one year of service and meeting minimum hour requirements, per plan document
- Paid vacation and sick leave
- Employer paid ORCA pass
- Birthdays off
- 11 paid holidays per year
- Employee Assistance Program
- Mission-driven, arts-focused work environment

Seattle Chamber Music Society is an equal opportunity employer. SCMS does not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation or military status.

Application

To apply, email opportunities@seattlechambermusic.org with a resume and a brief cover letter describing:

1. Why this role appeals to you
2. An example of a system or process you have helped organize or improve

Please include “Operations & Patron Services Associate” in the subject line. Applications are screened as they are received.