



Office Manager – Full Time

The mission of the Denver Young Artists Orchestra Association (DYAO) is to provide the finest possible youth orchestra programs, inspiring and educating young musicians through the performance of great works of music and offering valuable cultural opportunities to the community. The Office Manager reports to the Executive Director, and is responsible for maintaining the office environment and for processing information from our patrons. Responsibilities include, but are not limited to: managing the ticketing for DYAO concerts, coordinating merchandise sales, answering telephones, managing tuition invoices, data entry, and mailing management.

General Responsibilities:

1.	Answer all incoming phone calls during business hours. Assist callers with general inquiries, ticket orders, donations, etc. Direct other calls to appropriate staff.
2.	Retrieve and process mail daily. Distribute personalized mail to appropriate staff member. Open and process all general mail. Enter financial transactions into accounting and database software as necessary.
3.	Manage mailing activities for the office and assist with printing projects.
4.	Manage ticketing processes for DYAO concerts and events.
5.	Manage volunteer hours and outreach requirements for DYAO members.
6.	Keep DYAO website current and relevant.
7.	Maintain Standard Operating Procedures manual for DYAO
8.	Work with Development Manager or Executive Director to maintain Development files and create thank you letters for donations.

Office Maintenance:

1.	Maintain clean and organized office and storage space.
2.	Maintain reasonable supply of office and printing supplies. Order additional supplies as needed.
3.	Assist with the production of printed materials.

Accounting:

1.	Enter income transactions daily as necessary.
2.	Take deposits to the bank.
3.	Manage receivables for the organization including tuition. Follow up on past due accounts and verify receipt of monthly payments.

Concerts, Projects, and Events:

1.	Act as volunteer coordinator for general needs of the organization. Assist staff in recruiting volunteers to fill year-long volunteer positions as requested.
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2.	Act as Front of House Manager for concerts. Train volunteers for front of house duties as needed.
3.	Maintain an inventory of DYAO merchandise. Coordinate with Executive Director to place restocking orders.
4.	Assist with the setup and clean up of all events and concerts.
5.	Assist with DYAO Fundraising events as assigned
6.	Help to coordinate outreach activities

Qualifications:

- 4-year degree or an equivalent combination of education and experience, or both
- Ability to lift and transport 30lbs with reasonable accommodation
- Comfortable standing for extended periods of time with reasonable accommodation
- Basic computer skills including Microsoft Office and Google Applications
- Experience with a CRM system
- Ability to work effectively in a fast-paced environment
- Experience working in a customer-centered environment
- Ability to consistently display a positive, friendly and energetic attitude
- Must be available weekends and some evenings as needed for concerts & events
- Background in retail, accounting, box office or theatre or event venue a plus
- Strong organizational skills and attention to detail
- Fluency in Spanish is preferred
- Music background is a plus!

DYAO is committed to the goal of building a culturally diverse staff to serve the needs of our families and patrons. We encourage individuals of all backgrounds to apply.

Employment Requirement:

DYAO employees must be fully vaccinated against COVID-19. All persons offered a position will be required to provide valid proof of vaccination prior to starting employment.

Compensation:

The hourly rate range is \$17.50-\$19.50 commensurate with experience. Additional benefits available.

To Apply: Send resume and cover letter demonstrating appropriate experience and qualifications by September 30 to Kelly.waltrip@dyao.org. No phone calls please.