

The Symphony Guild of Charlotte, Inc.
Office, Marketing and Communications Administrator
Job Description

Required Skills:

- Thorough knowledge of and facility with the entire suite of Microsoft Office programs and Google Drive.
- Interest in website content management; experience preferred.
- Social media experience including creating content and marketing events.
- Excellent written and oral communication skills.
- Ability to adapt to a variety of personalities and work styles.
- Ability to juggle a variety of tasks and competing demands.
- Willingness to take initiative.
- Accuracy, conscientiousness, trustworthiness, organization, dependability, and punctuality.
- Enthusiasm for the work of The Symphony Guild of Charlotte, Inc. (SGC) and a willingness to become acquainted with members and learn as much as possible about the organization.
- Respect for confidentiality of SGC affairs.

Education:

- High School Diploma or equivalent GED.

Hours of Work:

- 40 hours a month. Four to six hours a week to be established as "office hours" when Administrator can be reached immediately. Remaining hours to be set at mutual convenience of the Administrator and leadership, depending on needs that month. Work from home and/or the Charlotte Symphony office in uptown Charlotte.
- Meet with president & leadership as needed.
- Attend general membership meetings, time in attendance counts towards total flex hours per month.
- Attend board meetings, time in attendance counts towards total flex hours per month.
- Work schedule may fluctuate, e.g. periods of peak activity, employee needs.
- Occasional evening and weekend work may be necessary at events and volunteer projects.

Reporting:

- Position reports to the president and works closely with Guild leadership and event chairs.

Job Description:

- The Office, Marketing and Communications Administrator will be an honorary member of the Guild.
- The Office, Marketing and Communications Administrator will be responsible to perform office tasks including the following:
 - Update the Guild web site including calendar items and new content. Periodically review and update all website information for currency.
 - Update mailing lists, membership information and donor information.
 - Maintain membership and donor database.
 - Maintain current document files including but not limited to Administration Guidelines, Financial Guidelines, Guild Board Minutes, job descriptions, Membership Renewal Forms, Annual Guild Committee Reports, Annual Financial Statements, Scholarship documents, Endowment application and assorted Resource Guide materials through our website platform and Google Drive.
 - Maintain documents pertaining to events including but not limited to donor and sponsor lists, event programs, press releases, and invitation designs.
 - Maintain storage inventory, pick up items from storage unit for members if necessary.
 - Check mail at mail box (in Cotswold shopping center) once a week and coordinate the distribution of mail with Treasurer.
 - Notify VP/Membership whenever there is a telephone, postal or online inquiry about becoming a member of The Guild.
 - Notify respective committee chairperson and the volunteer Liaison about volunteer interests and talents as members join and interest sheets are received throughout the year.
 - Answer telephone; take messages and relay information to appropriate Guild members. Phone calls must be returned within 24 hours.
 - Publish newsletters and annual membership directory.
 - Generate content for and publish at least two social media posts a week.
 - Process RSVPs for events and membership meetings. Run labels and attendee lists as needed.
 - Assist the president, president-elect and committee chairpersons as needed.

- Keep track of credit card swipers, train members to use them, supply standard forms for credit card transactions.
- Assist in coordinating volunteers, including recruitment of volunteers and using Sign-up Genius. Work with volunteers as requested.
- Assist Treasurer and Assistant Treasurer with bookkeeping as requested.
- Other duties as needed.