

This position is managed and employed by **Artsmarketing Services**, a company that specializes in over-the-phone sales and fundraising campaigns, for arts and cultural institutions throughout North America.

Subscription / Fundraising Representative

Reports to: AMS Telesales / Tele-fund Campaign Manager

Supervises: None

Status: Remote, Part-Time

Job Purpose

Subscription Representatives will perform outbound calling, contacting subscribers and donors to inform them about PSO's current/upcoming season.

Fundraising Representatives will perform outbound calling, contacting donors and subscribers to engage them in conversations about how PSO donor support makes music possible and the impact of donor support on our charitable outreach programs.

Representatives will then be responsible for assisting patrons in renewing their subscriptions/memberships as well as securing new subscribers and donors from within our community of audience members.

Fully paid training will be provided for the right candidate.

Essential Duties and Responsibilities:

- Engage patrons in conversations about their musical preferences to help them select amongst curated, customizable subscription packages
- Engage patrons in conversations about programs, different member levels and their benefits, to help them support PSO's charitable programs
- Securely handle credit card information while submitting orders and pledges

Required Education, Experience and Abilities:

- **Subscription Representatives:** Currently enrolled in, or graduated from, a four-year Bachelor's program in Music, or possesses a similar or equivalent level of expertise
- **Fundraising Representatives:** must have a passion for music. Retired professionals welcome
- Exceptional command of the English language
- Friendly, outgoing demeanor, with experience in, or comfort with, telephone conversations
- Detail and goal orientated work ethic
- Local to the greater Pittsburgh area

Preferred Education, Experience and Abilities:

- Prior fundraising or sales experience
- Strong familiarity of Pittsburgh's geography, communities, and culture
- Previously attended PSO concerts at Heinz Hall and is familiar with historical and current PSO programming

Physical Requirements:

- Possesses a computer in a quiet work environment, with a high-speed internet connection, and an accompanying headset, or earbuds, with built-in-mic
- Ability to pass a criminal background check
- Ability to work 20-hours/week, Monday to Thursday 5-9 PM, and Friday 1-5 PM
- Ability to work on a computer for extended periods of time

To apply please send a cover letter and resume to:

Leonard Estep: lestep@artsmarketing.com