

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 / Fundraising Representatives will perform outbound calling, contacting subscribers and donors to inform them about PSO's upcoming 2022-23 season, as well as 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 and supporters.

Fully paid training will be provided for the right candidate.

### **Essential Duties and Responsibilities:**

- Contact patrons and inform them about the 22-23 season, as well as update them on PSO's charitable programs
- Engage patrons in conversations about their musical preferences to help them select amongst curated, customizable subscription packages
- Engage patrons in conversations about 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:**

- Currently enrolled in, or graduated from, a four-year Bachelor's program in Music, or possesses a similar or equivalent level of expertise
- 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:**

- Bachelor's degree in Music, or equivalent level of knowledge
- 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 [lestep@artsmarketing.com](mailto:lestep@artsmarketing.com)