



ADMINISTRATIVE ASSISTANT (EDUCATION & COMMUNITY ENGAGEMENT)

Department: Education & Community Engagement

Reports to: Vice President of Education & Community Engagement

Status: Full-time, hourly | 40 hours per week

Compensation: \$24-\$26 per hour

POSITION SUMMARY

The Administrative Assistant (EDCE) provides administrative and logistical support across Pacific Symphony's Education & Community Engagement department. This position helps keep department communications, schedules, records, purchasing, and shared projects organized; provides general support to the Vice President of EDCE; and manages day-to-day communication and ticket administration for Heartstrings, Pacific Symphony's community access ticketing program.

KEY RESPONSIBILITIES

Department Administration

- Provide general administrative support to the Vice President of EDCE and the department, including scheduling, correspondence, meeting preparation, notes, follow-up, and special projects.
- Maintain department calendars, contact lists, shared files, forms, records, and project timelines.
- Process purchase requests, invoices, contracts, reimbursements, and basic budget documentation in coordination with Finance.
- Assist with data collection, recordkeeping, and reporting for programs, grants, committees, and departmental planning.
- Support meeting, program, and event logistics, including registration, materials, volunteers, and on-site needs as assigned.
- Respond to routine inquiries and coordinate with schools, musicians, community partners, volunteers, vendors, and departments across the organization.

Heartstrings Ticketing Program

- Serve as the primary day-to-day contact for Heartstrings community partners.
- Communicate available performances, ticket limits and allocations, reservation deadlines, program policies, and distribution instructions.
- Manage partner ticket requests, confirmations, changes, cancellations, and follow-up in coordination with Patron Services and the Box Office.

- Maintain accurate partner and ticketing records, track ticket utilization, and follow up on unclaimed or unused allocations.
- Support new partner onboarding, maintain current forms and program materials, and prepare regular activity reports.

Qualifications

- At least two years of administrative, customer service, ticketing, program coordination, or related experience; nonprofit or performing arts experience is preferred.
- Excellent written and verbal communication skills and the ability to work professionally with a wide range of partners and colleagues.
- Strong organization and attention to detail, with the ability to manage multiple deadlines and follow tasks through to completion.
- Comfort with spreadsheets, databases, shared calendars, and standard office software; Tessitura or other ticketing/CRM experience is a plus.
- A collaborative, flexible, and service-oriented approach.
- Bachelor's degree or an equivalent combination of education and relevant experience.

Schedule & Working Expectations

This is a full-time, 40-hour-per-week hourly position. The regular schedule will primarily fall within Pacific Symphony's standard business hours, with occasional evening or weekend work required for concerts, community events, and other departmental activities.

This description summarizes the primary responsibilities of the position. Duties may be adjusted as departmental and organizational needs evolve.

To Apply: Please submit your resume, a cover letter detailing your relevant experience to Jayee Liu jliu@pacificsymphony.org