



Job Posting

Receptionist & Office Coordinator

Posting Date: October 12, 2026

Department: Box Office and Administration

Reports to: Associate Director of Ticketing and Patron Services
Chief Financial Officer

FLSA Status: Hourly, nonexempt

Works Closely With: Assistant Manager of Ticketing and Patron Services
Ticketing Services Specialist
Customer Relations Representatives
Senior Accountant
Assistant to the President
Content Developer and Executive Support Specialist

In only its 42nd season, the Kansas City Symphony (KCS) has already become one of America's most vibrant major orchestras, quickly gaining national and international recognition. The Symphony is entering its third season with world-renowned conductor and composer Matthias Pintscher as its Music Director, and the positive energy and buzz around this orchestra is intensely optimistic and forward-moving.

Continuously creating live music experiences in Helzberg Hall at the prestigious Kauffman Center for the Performing Arts, the Symphony serves Kansas City's metro population of more than 2.2 million people and welcomes tens of thousands of visitors across a huge swath of the Midwest. The Symphony's 80 full-time musicians perform in diverse and dynamic musical experiences in orchestral and chamber formats each season. The Symphony also serves as the orchestra for the Kansas City Ballet and the Lyric Opera of Kansas City, enriching the community's cultural landscape.

While the Kansas City Symphony ranks among leading American orchestras, it also stands out as one of the most agile. The lean operation of just over 30 full-time staff enables the organization to be fast and nimble, with the excitement of a startup but the polish, stature, connections, and resources of a major cultural institution. Its \$25M annual operating budget is fueled by strong ticket sales, healthy annual contributions, and a robust culture of philanthropy. The orchestra's growth trajectory is exciting, rapid, and palpable, with expanding national and international ambitions supported by global touring, strategic partnerships, and innovative programming.

Position Overview:

The Receptionist & Office Coordinator plays a key role in creating a welcoming and professional environment at the Kansas City Symphony. This front-facing position combines customer service, administrative support, box office assistance, and facilities coordination across the organization. The ideal candidate is friendly, detail-oriented, and highly organized, with a commitment to delivering excellent service to patrons, staff, and visitors.

Essential Duties and Responsibilities include:

- Customer Service & Reception
 - Serve as the primary point of contact for visitors and callers, providing exceptional service both in person and over the phone
 - Maintain a clean, organized, and professional reception area
 - Act as a knowledgeable representative of the Symphony at the Shirley Bush Helzberg Symphony House and occasional events
 - Stay informed of daily building events and appointments to effectively direct guests and staff
- Administrative & Facilities Coordination
 - Provide general clerical support across departments
 - Manage incoming/outgoing mail and package distribution
 - Oversee office and break room supply inventory, including purchasing and budget tracking
 - Maintain break room cleanliness, equipment, and supplies
 - Coordinate copier/printer maintenance and supply orders
 - Submit and monitor building maintenance requests
 - Post daily schedules in meeting rooms and assist with building access (opening/closing gates)
 - Support building operations as they evolve
- Box Office Support
 - Assist patrons with ticket purchases and inquiries via in-person visits and inbound telephone calls, using Tessitura CRM software
 - Process incoming ticket orders and online submissions (e.g., student passes, complimentary tickets)
 - Facilitate ticket exchanges and address basic customer service concerns
 - Contribute to outbound sales and engagement calls as needed
 - Support marketing by relaying relevant patron feedback
 - Prepare and mail tickets and related collateral materials
- **Other duties as assigned.**

Qualifications and Experience:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional, diplomatic demeanor with strong interpersonal skills
- Excellent organizational skills with high attention to detail and deadlines
- Ability to manage multiple priorities effectively and remain composed under pressure
- Friendly, team-oriented, and proactive with a high degree of personal initiative

- Strong customer service orientation that enhances the Symphony's professional image
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook)
- Ability to quickly learn new systems, including CRM software

Education, Skills, and Requirements

- Bachelor's degree preferred
- 1-2 years of experience in customer service, sales, or administrative support
- Interest in classical music or a willingness to learn
- Experience with Tessitura CRM preferred
- Proficiency in basic math and Microsoft Office applications
- Excellent verbal and written communication skills, including strong grammar and professional phone manner
- Demonstrated discretion, tact, and composure in a fast-paced environment

Physical Requirements:

- Ability to stand or sit for extended periods.
- Ability to lift and carry up to twenty-five pounds (e.g., handling box office materials or supplies).
- Using a telephone and/or headset
- Able to tolerate a moderate level of noise, distraction, and variable-temperature environment.

Other:

- Position is located in an office.
- It is sometimes necessary to attend meetings at off-site locations.
- Must be able to work varied hours – primarily days, with evenings and weekends as needed occasionally for special events. Example: Memorial Day weekend concert.

Compensation and Benefits:

- Starting hourly rate: \$16.50, commensurate with experience
- 403(b) retirement plan
- Comprehensive healthcare coverage
- Generous vacation and paid time off
- Complimentary downtown parking

We are an equal opportunity employer. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, or veteran status.

To Apply:

Submit a resume and cover letter to Stephen Borodkin via email at sborodkin@kcsymphony.org. Applications will be accepted until the position has been filled. No calls, please.