

JOB DESCRIPTION

JOB TITLE: Database Specialist

DEPARTMENT: Marketing and Communications

REPORTS TO: Director of Ticket Services & Database Management

Position Summary

The Indianapolis Symphony Orchestra (ISO) is seeking a detail-oriented and collaborative Data Specialist to support the day-to-day administration of the Tessitura CRM system and the organization's use of patron and ticketing data.

This role is responsible for assisting the Director of Ticket Services & Database Management in building events and packages, maintaining data integrity, generating reports, and supporting marketing and audience development initiatives. The Data Specialist works closely with colleagues across departments to ensure data is accurate, systems are functioning properly, and information is available to support informed decision-making.

The ideal candidate is analytical, organized, and technically proficient, with a strong commitment to accuracy and a willingness to contribute as part of a team.

Essential Duties and Responsibilities

- Assist in building and maintaining all ISO performances, subscription packages, and rental events in Tessitura.
- Configure pricing, fees, inventory, offers, and production elements.
- Set up presales, public on-sales, and staff comp events.
- Ensure all applicable events are available and functioning correctly on the ISO website.
- Perform quality assurance testing for events, packages, and online purchase paths (TNEW).

- Maintain accurate patron, sales, and event data.
- Perform regular database maintenance, including duplicate record management, NCOA updates, and data imports.
- Assist in developing and maintaining data standards, procedures, and documentation.

- Support the ongoing integration of Tessitura with connected systems and platforms.
 - Troubleshoot system issues and escalate more complex issues as needed.

 - Generate and distribute weekly sales reports and other recurring reports.
 - Fulfill reporting and list requests from departments across the organization.
 - Build list extractions and suppression files for direct marketing campaigns.
 - Assist in identifying trends and data insights to support ticket sales and audience engagement efforts.

 - Support audience development initiatives by preparing data, segmentation, and campaign lists.
 - Assist with email campaign setup and deployment in Prospect2.
 - Collaborate with Marketing & Communications and Venue Operations (Events) to support audience growth and retention efforts.
 - Maintain and test online purchase paths to support marketing campaigns and on-sale launches.

 - Assist the Box Office with on-sale preparation and remote sales needs.
 - Troubleshoot and maintain ticketing hardware, including Boca printers.
 - Participate in departmental meetings and contribute to process improvements.
 - Provide additional support to the Director of Ticket Services & Database Management and other departments as needed.
 - Perform other duties as assigned
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Qualifications

Required

- Bachelor's degree or equivalent combination of education and experience.
- Two to four years of experience in database administration, CRM support, ticketing, or related work.
- Strong analytical and problem-solving skills.
- Exceptional attention to detail and commitment to data accuracy.
- Excellent organizational, communication, and time-management skills.
- Ability to manage multiple priorities and meet deadlines.
- Collaborative, customer-service-oriented approach to work.

Preferred

- Experience with Tessitura or another CRM/ticketing platform. (Training will be provided.)
- Experience with email marketing platforms such as Prospect2 or similar (e.g. ActiveCampaign).
- Familiarity with nonprofit organizations or the performing arts.

Technical Proficiencies

- Microsoft Office, particularly Excel.
- Tessitura CRM (preferred).
- Prospect2 (preferred).
- TNEW.
- WordPress (preferred).
- Adobe Acrobat Pro.

Work Environment & Schedule

The ISO's current office policy includes one day per week working remotely and four days onsite in the downtown Indianapolis office. This is primarily an in-person position. Occasional evening and weekend work may be required.

Physical Requirements

This position requires the ability to sit for extended periods and work at a computer for much of the day.

Confidentiality

This position has access to sensitive patron information and sales data and is expected to handle all confidential information responsibly and with discretion.

Our Mission

To inspire, entertain, educate, and challenge through innovative programs and symphonic music performed at the highest artistic level.

Our Values

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission through:

- Outstanding performance on and off the stage
 - Extraordinary service to internal and external customers
 - A compassionate workplace built on trust and mutual respect
 - A culture of flexibility and openness to change
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Our DEIB Vision

We endeavor to model practices of diversity, inclusion, and equity in all that we do, including programming, people and culture, and community building. Through these practices, we will build a universal sense of belonging for all who connect with the ISO.

Equal Opportunity Employer

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status, or any other status protected by law.

To Apply

Please send applications to jobs@indianapolissymphony.org.