



Communications & Office Liaison Position Description

Position: Communications & Office Liaison
Status: Part-time/ Hourly / Non-Exempt
Reports to: Director of Marketing (in collaboration with Development Team)
Pay Range: \$25-\$30/ hour
Hours: 20-29/ week
Application: <https://forms.gle/2v26C29VDtS77HE77>

POSITION DESCRIPTION

The Communications & Office Liaison plays a key role in marketing and fundraising initiatives while providing clerical office support. This part-time position is perfect for a college student or recent graduate eager to gain hands-on experience in content creation, nonprofit brand management, and office support duties.

Working closely with our Marketing and Fundraising leads, you will help craft the story of Pacific Chorale's mission, concerts, and programs across various digital channels and marketing materials. You will also assist with general office duties, ensuring seamless day-to-day operations. If you're excited to learn, highly organized, and passionate about the arts, we encourage you to apply!

POSITION RESPONSIBILITIES

Communications & Marketing Support

- Assist in drafting, proofreading, and distributing email newsletters, blog posts, and press releases.
- Create and schedule engaging social media content (text, graphics, photos, video) per the established calendar, ensuring consistent branding and tone.
- Update website content and event information, maintaining a consistent brand voice.
- Provide box office and patron services support by answering basic ticketing questions, processing phone orders when needed, and updating customer data in Tessitura (CRM).

Office Liaison

- Screen and direct incoming phone calls and inquiries, ensuring courteous and professional customer centric communication.
- Maintain a tidy, organized environment in shared office areas (e.g., conference rooms, kitchen, supply areas) to ensure a welcoming atmosphere for staff and visitors.
- Stock and organize office supply inventory.

Concert & Special Events Support

- Provide on-site assistance for concerts and special events at the Segerstrom Center and other performance venues, such as setting up and staffing the lobby info table and set-up/tear-down of marketing banners and materials.
- Support the President and Director of Development to maintain current Board rosters, facilitate meeting RSVPs and track attendance.
- Coordinate meeting room set-up, assemble meeting packets and organize catering for Board and committee meetings.

Other reasonable duties as assigned

QUALIFICATIONS AND EXPERIENCE

- Enrollment in or completion of a degree program in Communications, Marketing, Arts Administration, Music, or equivalent experience.
- Excellent verbal and written communication skills; confident phone and email etiquette.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint) and/or Google Workspace; experience with social media and graphic design tools (e.g., Canva) is a plus.
- Familiarity with CRM databases (Tessitura or similar) a bonus, but a willingness to learn is essential.
- Enthusiasm for the performing arts and a team-focused mentality.
- Must have reliable, independent transportation for occasional off-site event support; ability to lift up to 25 pounds.

WORK SCHEDULE AND ENVIRONMENT

- This position will be expected to work 4-5 hours per day, 4-5 days per week
- The office week is Monday – Friday, 9am – 5pm, occasional weekends and evenings to support concerts and special events will be required; a flexible work schedule will be arranged during or around concert/event weeks to accommodate these occasions.
- This is an in-office position not eligible for remote work.

COMPENSATION AND BENEFITS

- \$25-\$30/hour
- Accrued paid sick-time for hours worked

APPLICATION PROCESS

To apply for this position, visit: www.pacificchorale.org/contact-us/jobs/ to submit the online application form for the “Communications & Office Liaison” position. Upload a brief cover letter highlighting your interest for this position and current résumé. Attach all documents as .doc or .pdf formats.

ABOUT PACIFIC CHORALE

The mission of Pacific Chorale is to inspire our community through artistry and innovation in choral music performances and education programs.

Located in Costa Mesa, California, the Grammy-winning Pacific Chorale has delighted national and international audiences with concerts of great choral music performed at the highest musical standards since 1968. Under the artistic leadership of Robert Istad, the organization produces a series of concerts each year at Segerstrom Center for the Arts, where it serves as the resident choir. Pacific Chorale is recognized for exceptional artistic expression, preserving, and performing classical choral music as well as presenting stimulating American-focused programming. In addition to its own substantial performance season and long-standing partnership with Pacific Symphony, the Chorale is sought regularly to perform with the nation's leading symphonies, having performed with such renowned American ensembles as the Los Angeles Philharmonic, the Boston Symphony, the National Symphony, San Diego Symphony, Los Angeles Chamber Orchestra, Philharmonia Baroque Orchestra, and Musica Angelica.

For more information about Pacific Chorale, please visit www.pacificchorale.org.

Pacific Chorale is an Equal Employment Opportunity Employer and actively seeks a diverse pool of candidates.