

Marketing and Patron Engagement Coordinator

Status: Part-time, hourly, non-exempt employee

Location: Hybrid, with required in-person work in Seattle and Olympia

Reports to: Executive Director

Works closely with: Artistic Director

Compensation: \$24–\$30 per hour, depending on experience

Schedule: Approximately 8–10 hours per week during administrative weeks and 18–20 hours during concert weeks, including scheduled evenings and weekends

Anticipated start date: September 2026

About Emerald City Music

Emerald City Music is a nonprofit chamber music presenter serving audiences primarily in Seattle and Olympia. Known for adventurous programming, exceptional artists, and an informal concert experience, ECM creates opportunities for audiences to experience chamber music in engaging and unexpected ways.

Position Summary

The Marketing and Patron Engagement Coordinator is responsible for the day-to-day execution of Emerald City Music's email marketing, social media, digital advertising, grassroots promotion, and patron communications. The coordinator also supports front-of-house operations and produces timely content during concert weeks.

Reporting to the Executive Director and collaborating closely with the Artistic Director, this position helps translate ECM's artistic programming into clear, welcoming, and compelling communications. The ideal candidate is an excellent writer and highly organized colleague who enjoys moving between digital marketing, creative content production, patron service, and live-event support.

Success in this position means:

- Marketing campaigns are completed accurately and on schedule.
- ECM's content communicates its programming effectively and reaches current and prospective audiences.
- Patrons receive timely information and a welcoming concert experience.

The percentages below reflect the approximate distribution of responsibilities over the course of a season. The balance will vary during concert and administrative weeks.

Core Responsibilities

Social Media Marketing — approximately 30%

- Collaborate with the Executive Director and Artistic Director on social media strategy and the editorial calendar.
- Draft social media copy and create or adapt simple graphics, videos, and other visual content for organic and paid social media.
- Schedule and publish approved content across ECM's social media platforms
- Build and place approved paid campaigns, and track performance.
- Produce timely content during concert weeks, including coverage of rehearsals, performances, artists, behind-the-scenes activity, and patron experiences.
- Monitor comments and messages and respond to routine inquiries or direct them to the appropriate staff member.

Email marketing — approximately 30%

- Collaborate with the Executive Director and Artistic Director on email strategy, messaging, and scheduling.
- Draft, build, proofread, and schedule approved promotional emails, approx. 2-3 per month.
- Create and send pre-concert informational emails to ticket holders for each program.
- Review basic performance measures, including opens, clicks, and ticket-purchase activity.

Patron and concert support — approximately 20%

- Attend scheduled ECM events in Seattle and Olympia as assigned.
- Assist with front-of-house setup and teardown.
- Manage or support the Seattle box office and patron check-in before performances.
- Respond to routine ticketing and event questions and refer more complex issues to the Executive Director.
- Help provide an organized, accessible, and welcoming experience for patrons, artists, volunteers, and community partners.

Additional Responsibilities — approximately 20%

- Maintain an integrated marketing calendar covering email, organic social media, paid advertising, event listings, print distribution, and concert communications.
- Coordinate poster and flyer distribution in high-traffic and community-relevant locations.
- Perform other related marketing or patron-engagement duties as assigned.

Required Qualifications

We recognize that candidates develop relevant skills through many forms of professional, academic, volunteer, and lived experience. Applicants who meet many—but not necessarily all—of these qualifications are encouraged to apply.

- Excellent writing, editing, and proofreading skills.
- Ability to communicate artistic programming in language that is clear and inviting to both experienced concertgoers and new audiences.
- Experience creating content for email, social media, websites, or other digital channels.
- Strong organizational skills and the ability to manage multiple deadlines.
- Comfort creating simple, brand-consistent materials in Canva or a similar platform.
- Strong interpersonal skills and comfort engaging with patrons, artists, volunteers, and community partners.
- Sound judgment when publishing content or representing an organization publicly.
- Ability to work independently while collaborating effectively within a small team.
- Availability for scheduled evening and weekend performances in Seattle and Olympia.

Preferred Qualifications

- Bachelor's degree in music, arts administration, communications, or other relevant fields
- Experience with email marketing, social-media scheduling, digital-advertising, ticketing, or CRM platforms.
- Experience reviewing marketing, audience, or ticket-sales data.
- Experience producing short-form photo or video content.
- Experience in the performing arts, nonprofit sector, events, hospitality, or community-based marketing.
- Familiarity with, or enthusiasm for learning about, chamber music and ECM's artistic programming.

Schedule, Location, and Essential Functions

This is a hybrid position. Most administrative work may be completed remotely on personal computers and devices, but regular in-person attendance is required for concerts and other scheduled activities in Seattle and Olympia.

The employee must be able to travel reliably to scheduled work locations in Seattle and Olympia and possess a valid driver's license.

The position involves periods of computer-based work, interacting with patrons, moving throughout concert venues, and occasionally moving event materials weighing up to approximately 40 pounds, with or without reasonable accommodation.

Compensation and Benefits

- Compensation is \$24–\$30 per hour, depending on relevant experience.
- Paid sick and safe leave is provided in accordance with applicable law.
- ECM provides required organizational accounts and software.

How to Apply

Please submit a resume and cover letter no longer than one page to employment@emeraldcitymusic.org. Position open until filled. No phone calls, please.

Equal Employment Opportunity

Emerald City Music is an equal opportunity employer committed to creating an inclusive and accessible workplace. ECM does not discriminate based on race, color, creed, religion, national origin, ancestry, citizenship or immigration status, sex, pregnancy, sexual orientation, gender identity or expression, age, marital status, disability, genetic information, veteran or military status, political ideology, caste, use of a service animal, or any other status protected by applicable law.

If hired, the successful candidate must complete employment-eligibility verification as required by federal law.