



THUNDER BAY
SYMPHONY
ORCHESTRA

Paul Haas
Music Director

Mailing Address:
P.O. Box 29192
Thunder Bay, ON
P7B 6P9

807.626.TBSO
tbsso.ca

Website and Database Administrator– Fulltime, One-year term

The TBSO is hiring a Website and Database Administrator. This is a full-time, salaried position is a one-year term with the possibility of becoming permanent.

The Thunder Bay Symphony Orchestra serves the entire Northwestern Ontario region by providing outstanding classical music performances and education programs, while striving to be the best regional orchestra in Canada.

Reporting to the General Manager, the Website and Database Administrator will be responsible for the website and database management of a dynamic arts organization. The IT needs of the TBSO are complex, as are our database requirements. As a non-profit we have multi-channel communications with sponsors, donors, and patrons and the website and database administrator is integral in managing media channels, CRMs, payment methods, donation streams, and reporting tools. By managing both the TBSO's website and database (Sumac), you will play a critical role in achieving the TBSO's goal of creating meaningful relationships with its concert-goers and supporters. A properly maintained website and database is a key component to building the TBSO's capacity and programming.

The Thunder Bay Symphony Orchestra values diversity and strongly encourages applications from individuals in historically underrepresented groups: women, Indigenous Peoples, People of Colour, LGBTQ+ individuals.

Responsibilities:

General:

- Oversee smooth and timely installation of software updates
- Ensure reliable, interactive performance of all website plugins
- Liaise with webhost and other third-party web service providers
- Upload new information and news content daily/weekly
- Build and post online subscription campaigns annually
- Assist with creation and distribution of weekly email campaigns and monthly newsletters
- Assist Marketing Manager with online campaigns and social media promotion
- Assist Director of Development with online fundraising
- Manage e-commerce systems and gateways (PayPal, Stripe, etc.)

Data Management:

- Analyze incoming data and analytics from web
- Clean existing data of inconsistencies
- Assist with preparation and mail-out of tax receipts
- Respond to donor information requests and ad hoc report requests
- Ensure donor payment information is current and up-to-date
- Prepare and maintain donor lists
- Prepare mailing lists for annual fund appeals

- Manage and track all donations (online, phone, mail, etc.)
- Enter new donor and donation data as it is received
- Create reports and pull data to track campaign progress, ticketing information, etc.
- Issue tax receipts and thank you letters

Required Skills:

- A post-secondary degree or diploma
- Experience with, and a solid understanding of, how to build and maintain websites
- Experience with, and a solid understanding of, databases and how they function
- Attention to detail
- Good organization, planning and time-management skills
- Ability to work independently, but also in a fast-paced team environment
- Strong communication skills, with the ability to convey thoughts in a clear and concise manner
- Experience with Mailchimp and social media platforms such as Facebook, Instagram, etc.

Conditions:

- Candidate must be a new entrant into the workforce, are transitioning to a new career, or are unemployed or underemployed and returning to the workforce.
- Candidate must be 18 years of age or older
- Applicant must not have been funded by the NOHFC internship program in the 2020 mandate
- Applicant must be legally entitled to work in Canada
- Once hired, the candidate must reside in Thunder Bay

Please email resume and cover letter directly to TBSO: info@tbsoc.ca

This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here: <https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>

