



## **JOB POSTING**

TITLE:	Tessitura Database Administrator
REPORTS TO:	Director of Patron Services
SUPERVISES:	N/A
EMPLOYMENT TYPE:	Part-Time (24-30 Hours/wk), Non-Exempt
HOURLY RATE:	\$28 - \$30 hourly (DOE)
SCHEDULE:	Flexible (Hybrid or Remote possible)

### **POSITION OVERVIEW**

Reporting to the Director of Patron Services, the Tessitura Database Administrator is responsible for monitoring, maintaining, and administering the organization's robust customer relationship management (CRM) database. The position's primary responsibility is to support the organization's use of Tessitura—the premier arts and cultural enterprise application designed to fully integrate all aspects of a performing arts organization into one database, including ticketing, fundraising, memberships, marketing, reporting, customer relationship management, and web functionality. The role will be responsible for learning, supporting, and developing the databases that comprise Tessitura and other database applications in the organization's environment, as well as ensuring data integrity. The ideal candidate will have a working knowledge of Tessitura and its dynamic uses by a busy performing arts organization, understanding not only the inner workings of Tessitura and its applications, but also how it relates to the end user, both internal and public-facing.

### **THE FREIGHT**

The Freight & Salvage is a mission-driven nonprofit community arts organization and world famous music and cultural venue dedicated to promoting public awareness and understanding of traditional music—music that is rooted in and expressive of the great variety of regional, ethnic, and social cultures of peoples throughout the world. The Freight is a valuable community resource and premier listening room delivering an eclectic and diverse mix of live traditional music from across the globe and outstanding, hands-on educational programming locally for young people and adults. The Freight is supported by steadfast attendance, grants, musicians' benefit performances, volunteer efforts, and generous donations. Visit <https://thefreight.org> to learn more.

## **THE HISTORY**

Since its founding in 1968, the Freight has been deeply rooted in that part of Berkeley, California's culture that embraces freedom, justice, acceptance, collaboration, and innovation. The ethos of Berkeley in the 1960s - characterized by a free-wheeling mix of anti-establishment politics; radical life-style experimentation; struggles for racial and gender equality; and a profound respect for traditional cultures able to survive and even flourish outside the commercial "mainstream" - was vitally linked to the city's music scene and lives on today at the Freight which continues to reflect those heady times. What began as an 87-seat coffee house in June of 1968, when Nancy Owens took over the lease and the name of a failing used furniture store at 1827 San Pablo Avenue, became a place where musicians and music-lovers gathered and evolved to a landmark venue for folk and old time music that has expanded inclusively to world-wide traditions and new genres. By 1983, patrons, performers, and employees formally incorporated the operation as the Berkeley Society for the Preservation of Traditional Music. Thanks to a solid base of community support, astute business practices, and a little bit of luck, the Freight settled into its facility at 1111 Addison Street in 1984. Only three blocks from the original storefront, and with 220 seats and a new sound system, the new facility became one of the best spots in the San Francisco Bay Area to see and hear live music including traditional music from outside the continental US. In 2009, the Freight moved to its current, world-class location at 2020 Addison Street with 490 seats in the heart of the Berkeley Arts District.

## **JOB RESPONSIBILITIES:**

### Integration, Hosting, and Technical Oversight:

- Lead the integration and administration of Tessitura with various applications and websites
- Oversee and maintain the Tessitura hosting environment, ensuring optimal performance, security, and accessibility following internal business partner needs/requirements
- Research, plan, implement, and troubleshoot Tessitura upgrades, ensuring system optimization
- Work closely with Tessitura extended-services on Tessitura-related tasks, including but not limited to executing SQL queries and reporting

### Strategic Leadership:

- Drive the transformation of the organization's marketing, advancement & innovation, ticketing, accessibility, Education, and IS activities via Tessitura-driven data insights
- Create a future Tessitura product implementation roadmap and ensure alignment with the organization's goals
- Represent Freight & Salvage at the Tessitura Learning & Community Conference and other relevant events

### Training and Support:

- Serve as the primary escalation contact for the Help Desk for Tessitura-related issues

- Coordinate and lead a Tessitura Task Force group, acting as a company-wide resource for training and assistance
- Organize and schedule Tessitura webinars and training sessions, ensuring staff is well-equipped to utilize the system

#### Community and Networking:

- Engage with the wider Tessitura user community via forums, networks, and other channels
- Stay updated with the latest Tessitura developments and assess their applicability to Freight & Salvage

#### Operational Tasks:

- Update and maintain Tessitura system tables and ensure data accuracy
- Plan and implement system changes in alignment with business requests and requirements
- Other duties as assigned

#### Collaboration :

- Collaborate with various departments to advise on optimal Tessitura usage
- Submit and manage help tickets with the Tessitura help desk, ensuring timely resolution

#### Miscellaneous:

- This position will serve as the IT Coordinator for the organization. This includes keeping an updated inventory of company computers and laptops, assisting new employees with IT onboarding, assisting with office phone systems, responding to any IT emergencies, and being the primary liaison with our IT vendor (ordering software, assisting with network issues, etc.).
- Represent Freight & Salvage in a professional and dignified manner
- Perform other Tessitura-related duties as assigned by Freight & Salvage leadership

### **SKILLS, KNOWLEDGE & ABILITIES**

- A minimum of 2-3 years experience working with Tessitura products
- Previous working experience with other database/inventory management systems is helpful for reference
- Computer programming and development experience; working knowledge of SQL
- Excellent interpersonal skills; able to collaborate with and motivate a wide range of people across the department and organization, responding favorably and quickly to constructive feedback and input

- Demonstrated leadership and independent problem-solving skills; able to set a clear direction
- Strong organizational skills with the ability to prioritize multiple tasks in a creative, fast-paced, service-oriented environment
- Analytic mind with the ability to interpret data to help inform business development decisions
- Impeccable attention to detail
- Excellent documentation skills

### **EQUAL OPPORTUNITY EMPLOYER STATEMENT**

The Freight and Salvage is an equal opportunity employer committed to providing equal opportunity to its employees and applicants for employment without discrimination on the basis of race, religion, gender identity or expression, sexual orientation, age, disability, or any other reason unrelated to ability to perform the position. This policy applies to every aspect of employment, including but not limited to hiring, advancement, transfer, demotion, termination, compensation, benefit, training and working conditions.

### **TO APPLY**

Please submit a resume and cover letter to **Jessica Pusateri (Director of Patron Services)** at [jessica@freightandsalvage.org](mailto:jessica@freightandsalvage.org). Applicant materials will be reviewed on a rolling basis until a candidate is selected.