

CHICAGO SYMPHONY ORCHESTRA ASSOCIATION JOB DESCRIPTION

TITLE: Marketing & Copywriting Associate

Reviewed: January 2026

FLSA STATUS: Non-Exempt

DEPARTMENT: Sales & Marketing

Salary range: \$38,000K – \$41K; **Link to Benefits Summary:** <https://cso.org/benefitsftstaff>

GENERAL SUMMARY

The Marketing & Copywriting Associate is an early-career professional who supports the creation of marketing materials, coordinates grassroots promotional efforts and uses their copywriting skills to draft compelling promotional collateral, emails, advertorials and other materials in support of ticket sales. They will also provide administrative support to the VP for Sales & Marketing and other senior members of the marketing department.

The ideal candidate has genuine experience with and interest in classical music and/or jazz. They should be inspired by the music, motivated by deadlines, eager to grow interest in the Chicago Symphony Orchestra and Symphony Center, and be familiar with the Chicago market. They should thrive in a fast-paced environment where a high level of personal responsibility is valued.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Coordinate grassroots promotional partnerships, streetmarketing efforts and other promotions designed to expand audiences for CSO and Symphony Center Presents performances. Cultivate and maintain relationships with various consulates and cultural organizations that help celebrate the wide diversity of Symphony Center programming.
2. Write intriguing copy for patron-facing emails, website landing pages and advertorials. Align voice with organization's style, while developing creative hooks and compelling perspectives that motivate curiosity and convert to sales.
3. Promote diversity, inclusivity and empowerment with the Marketing department team members.
4. Lead Symphony Center poster and signage creation from concept through installation.
5. Submit listings for online calendars and ensure that CSO/Symphony Center appearances are included on guest artists' websites.
6. Proofread marketing materials in accordance with AP style and marketing style guide.
7. Maintain organizational and department databases and records, including Airtable, ArtsVision, SharePoint and marketing material archives (both physical and digital).
8. Provide administrative support to the VP for Sales & Marketing and other senior members of the marketing department. This may include scheduling meetings, conference room setups, catering orders, invoice processing, etc.
9. Order office and kitchen supplies, and distribute mail for the department.
10. Represent marketing department at select cross-departmental meetings.
11. In rotation with other colleagues, serve as Media Relations team representative at Symphony Center concerts.
12. Additional projects as assigned.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

CHICAGO SYMPHONY ORCHESTRA ASSOCIATION JOB DESCRIPTION

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

REPORTING RELATIONSHIPS

1. Director of Program Marketing & Operations
2. Works closely with members of the Marketing, Creative Services and Sales & Patron Experience teams.
3. Other contacts include: CSAO departments, CSAO affinity groups and volunteers, advertising agencies, media sources, freelance designers, print, mail and distribution vendors, CSAO musicians.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

1. Bachelor's degree or equivalent experience.
2. Experience in the performing arts or music.
3. Experience with marketing, media or advertising campaigns, production of marketing collateral, event planning and/or audience development desired.
4. Strong attention to detail, organizational skills and ability to work on multiple projects simultaneously.
5. Excellent written and verbal skills.
6. Understanding and appreciation of classical music and/or jazz.
7. Knowledge of or ability to quickly learn standard Microsoft Office applications (Outlook, Word, Excel, Teams, SharePoint, etc.) as well as Tessitura (CRM), Airtable (database), ClickUp (project management) and other software.

WORKING CONDITIONS

Pleasant office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.