COORDINATOR, DONOR RELATIONS

POSITION SUMMARY

Segerstrom Center for the Arts seeks a Coordinator of Donor Relations to support the day-to-day operations of Donor Relations. The Donor Relations team provides a ticketing concierge service and access to VIP Donor Rooms—the Center Room at Segerstrom Hall and the Donor Lounge at the Renee & Henry Segerstrom Concert Hall—for Segerstrom Center’s highest-level donors. The Coordinator of Donor Relations will be the key stewardship officer and part of a Development Department that is responsible for raising over $11 million annually plus an upcoming capital campaign. This role is full-time and will report directly to the Manager of Donor Relations.

PRIMARY RESPONSIBILITIES*

- Provide exceptional customer service to Board members and major donors as a VIP ticket concierge via the Donor Relations phone line and email, assisting with house seat purchases and ticket exchanges
- Support annual subscription campaigns by ensuring the renewal of packages and management of seat upgrade requests
- Work with the Manager of Donor Relations to document and refine procedures, policies, and ticketing best practices to share with the Development team and across departments
- Assist with the staffing, inventory needs, guest lists, and other operations related to the VIP Donor Rooms—the Center Room and Donor Lounge
- Compile and distribute daily ticket and other reports from the Tessitura database
- Assist with special requests and fulfill donor stewardship needs outside of ticketing services
- Provide ticketing support for special events and other tasks as assigned
- Serve as a liaison to frontline Development staff and leadership, providing pertinent donor information
- Provide administrative support to the Associate Director of Development Operations as needed
- Assist with research, gift processing, and other data entry as needed
- Train and provide guidance to other Development staff members as backup

*Other duties may be assigned in support of departmental goals.

ESSENTIAL QUALIFICATIONS

- High school diploma or equivalent plus previous customer service experience is required
- Ticketing experience or administrative experience at a nonprofit organization using Tessitura is preferred
- Knowledge of the performing arts field is a plus
- Must have a professional demeanor
Ability to converse with a diverse group of individuals, especially Board members and major donors
- Meticulous with strong communication and multi-tasking skills are essential
- Proficiency in Microsoft Office applications is required, with database experience preferred
- Comfortability managing a high volume of phone calls and emails in a demanding environment
- Valid driver’s license is required

COMPENSATION:
- $19-20/hour plus comprehensive benefits

PHYSICAL DEMANDS*
- Regularly sit or stand at a workstation in an office or cubicle setting
- Continually work with a computer and utilize telephone
- Ability to communicate clearly and effectively
- Occasionally lift and/or move up to ten pounds

*Consistent with its obligations under the law, Segerstrom Center for the Arts will provide reasonable accommodation to any employee with a disability who requires accommodation to perform essential functions of his or her job

WORK CONDITIONS
- Occasionally exposed to outside weather conditions
- The noise level in the work environment will vary and may be loud at times depending on scheduled events

SPECIAL REQUIREMENTS

All Segerstrom Center employees must be fully vaccinated against COVID-19, subject to certain medical, disability, and religious exemptions.

HOW TO APPLY:
Send your resume and a cover letter containing your salary requirements as separate PDF attachments to devojobs@scfta.org. No phone calls, please.

Segerstrom Center for the Arts is an Equal Opportunity Employer (EEO). All qualified applicants will receive consideration for employment without regard to race, color, national origin, age, gender, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other status protected by local, state, or federal law.

Rev 7.27.22 – HR Approved