

Donor Concierge



2023

Reports to: Development Manager

Temporary summer position as Independent Contractor

Works with: Development Director, Executive Director, Operations Director, Development staff including Seating Coordinator and Donor Relations Intern.

Purpose

The Donor Concierge is responsible for managing the seasonal day to day communication with Sun Valley Music Festival donors at the \$12,500 and above levels as it relates to concert seating and general assistance throughout the Summer Season. The Donor Concierge will work closely with the Development staff, Executive Director and Seating Coordinator to ensure an excellent donor experience throughout the season. The position requires a high level of excellent interpersonal communication skills, while also being quick to respond to ever-changing circumstances, in a timely and always gracious manner.

Responsibilities

- Establish and maintain personal relationships with each donor prior to and throughout the season. These duties include, but are not limited to, communicating with donors regarding donor seating instructions, taking concert reservations, clarifying protocols, managing the Google Doc reservation forms, acquiring concert guests' names, and addressing donor concerns and issues. The Donor Concierge will provide pertinent concert, special event and Festival information to the donor as needed. The Donor Concierge is available 24/7 via email, text, and phone, and works at all concerts that offer reserved donor seating.
- Assist with planning and attend Donor Seating Volunteer pre-season orientation.
- Attend Usher and Concert Services pre-season Orientation.
- Update the Master Seating spreadsheet, in conjunction with the Seating Coordinator. Reservations are made pre-season and during the summer concert season and include the number of seats for each donor for each concert, seat type preferences as well as any special requests. Confirm reservations and seat type preferences with donors via email for tracking purposes if possible.
- Using Tix.com, the Donor Concierge, in coordination with the Seating Coordinator, will enter all seat reservations using the Master spreadsheet. Both the Donor Concierge and Seating Coordinator will need to synchronize seat type preferences and the location of seat reservations in the Pavilion for all donor levels.
 - Donors will be asked to have their seating requests relayed to the Donor Concierge by 2:00 PM the day prior to each concert.
- Ensure that all reservations are in Tix.com in time for mass email to be sent at 12 PM on each concert day.
- Manually send late reservation email from tix.com to donors.

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- Communicate with concert, artist, and program sponsors to reserve seats at applicable concerts.
- Obtain, manage, and track donor guest names for each concert. Create manifest of donor guest names for each concert.
- Attend all concerts. Welcome and assist donors with the evening's seating, as well as address any issues, concerns or questions regarding seating.
- Send thank you emails to donors following each concert.
- Send follow up emails or make phone calls after concerts if issues- i.e. no reservations but showed up or made reservations but did not show up.
- Communicate daily with the Seating Coordinator, Donor Relations Intern and Development staff regarding any donor comments, concerns, and updates throughout the season.
- Send season ending follow-up email to donors thanking them for their support and great season. Request feedback.
- Send post-season thank you to donor seating volunteers.
- Survey donor seating volunteers post-season for their feedback about the season.
- Attend post-season Volunteer Appreciation Reception.
- Ensure that all donor information is confidential.
- Assist with Gala as needed, prior to and day of event.
- Assist at donor events as needed.
- Participate in pre- and post-season planning and wrap meetings with Development staff.