

Seating Coordinator

2023



Reports to: Development Manager

Temporary summer position as Independent Contractor or Temporary summer position as a W2 Employee. TBD

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

Purpose

The Seating Coordinator is responsible for managing the seasonal day to day communication with Sun Valley Music Festival donors at the \$3,000 and \$6,000 levels and Housing Hosts as it relates to concert seating and general assistance throughout the Summer Season. The Seating Coordinator will work closely with the Development staff, Executive Director, Donor Concierge, and Donor Relations Intern to ensure an excellent donor experience throughout the season.

Responsibilities

- Train and manage Donor Relations Intern in all aspects of donor seating in conjunction with Development staff.
- Receive and manage donor seat reservations from donors at the Patron and Benefactor levels, housing hosts, business sponsors, and special guests.
- Assist with planning and attend Donor Seating Volunteer pre-season training.
- Attend Usher and Concert Services pre-season Orientation.
- Communicate all pertinent SVMF information to donors via phone and email. Address donor complaints or concerns as necessary, or in conjunction with the Development staff.
- Update the Master Seating spreadsheet, in conjunction with the Donor Concierge and Donor Relations Intern. Manage the Google Doc reservation forms. Reservations are made pre-season and during the concert season and include the number of seats for each donor for each concert as well as any special requests. Confirm reservations with donors via email for tracking purposes if possible.
- Using Tix.com, the Seating Coordinator, in coordination with the Donor Concierge, 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 for all donor levels.
- Assign donor seats for Benefactors and Patrons via Tix.com. Donors will be asked to have their seat reservations made 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.
- Create manifests for each concert.
- Attend all concerts. Welcome and assist donors with any issues, concerns or questions regarding seating.
- Coordinate with the Front of House Manager regarding ADA seating and any other special seating needs.
- Communicate with the Donor Concierge and Development staff throughout the season regarding any donor comments, concerns, and updates.
- 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.
- Send thank you emails to donors periodically throughout the season.

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- Send season ending follow-up email to donors thanking them for their support and great season. Request feedback.
- Attend post-season Volunteer Appreciation Reception
- 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.