

SEATTLE REP

JOB DESCRIPTION

Seattle Rep is committed to producing the highest quality programming, and we believe that our ability to contribute to excellence in the arts depends on building a community whose members come from diverse cultures, backgrounds, and life experiences.

We are part of a growing movement in theater to ensure inclusion of those who have been excluded historically; focusing particularly on racial and ethnic groups, LGBTQ+ people, people with disabilities and women, ensuring they are at the decision making table, reflected in our programming, and represented on our staff.

Position Title: Donor Services Specialist
Department: Development
Supervisor: Individual Giving Director
Classification: Full-time, Annual, Hourly/Non-Exempt
Pay Rate: \$18.00-21.00/hr.

Seattle Rep Mission

Seattle Rep collaborates with extraordinary artists to create productions and programs that reflect and elevate the diverse cultures, perspectives, and life experiences of our region.

Seattle Rep Vision

Theater at the heart of public life

Seattle Rep Values

Artistic Vitality, Sustainability, Generous and Inclusive Practices

Position Purpose

The Development Department works to steward, cultivate and solicit donors for the purpose of supporting the ongoing artistic vision of Seattle Rep. The Donor Services Specialist supports the Individual Giving team and the Development department as a whole by providing streamlined concierge ticketing services, ensuring donor data accuracy, and serving as the primary liaison between the Development Department and the Patron Services Office. Through this work, the Specialist engages current and potential donors through attentive and personalized customer service, bringing them closer to the theatre and inspiring them to support our work.

ESSENTIAL FUNCTIONS:

Support and build relationships with key donors through concierge ticketing and customer service

- Handle all ticket inventory for the Development department
- Serve as primary ticketing contact for high-level donor portfolios for individual and institutional donors
- Fulfill ticket requests from Individual and Institutional Giving teams
- Redeem ticket vouchers for major donors and corporate sponsors to support benefits delivery
- Collaborate with Patron Services Office to execute subscription renewals for major donors
- Execute Broadway house seat requests for major donors

Maintain database systems and processes

- Create and run automated reports for the Development Department
- Use Tessitura donor database to pull lists and extract data to support Individual and Institutional Giving teams

- Coordinate and execute Tessitura database maintenance for major donor portfolios, including building stewardship plans and rebalancing portfolios across the Individual Giving team
- Support our development efforts by accurately processing gifts received and generating pledge reports
- Use Tessitura Analytics to support the Development team's data needs
- Evaluate and implement updated Tessitura processes across the Development Department

Contribute to the success of the Development Department through event and administrative support

- Provide the highest level of care and support to donors at every stage
- Facilitate RSVPs and take payment for high-level donor events
- Identify and research new prospective donors and funders, including (but not limited to) research using internet, business publications, Seattle Rep database, and other research tools
- Participate in show and event staffing as assigned
- Attend meetings of the Development Department, Individual Giving team, and others as requested

Serve as an essential contributor to Seattle Rep's culture and success

- Add constructively to the collaborative and collegial health of the organization
- Add actively and constructively to the equity, diversity and inclusion work of the organization, including attending all-staff training sessions
- Engage with and strive to embody Seattle Rep's mission, vision, and values in all aspects of work
- Help create a culture of philanthropy among staff, Board members, and donors

REQUIRED QUALIFICATIONS

- One year of development or database experience, preferably in a theater, arts, or not-for-profit organization
- Thorough knowledge of Windows-based software, including MS Word, Excel, and Outlook
- Working knowledge of relationship management database systems (Tessitura preferred)
- Excellent oral and written communications skills
- Keen attention to detail
- Excellent project management and interpersonal skills
- Ability to work effectively both independently and collaboratively
- Diplomacy, discretion, and sense of humor
- Ability to organize work and meet deadlines under pressure with grace
- Ability to work some flexible hours as necessary, including occasional evenings for special events, etc.

To apply, please e-mail cover letter, resume and list of 3 professional references to humanresources@seattlerep.org with subject line: **"Donor Services Specialist"**

You may also mail application materials to:

Seattle Rep
 Attention: Human Resources
 155 Mercer Street
 Post Office Box 900923
 Seattle, WA 98109

Position Posted: November 25, 2019
Application Deadline: Open until filled
Start Date: As soon as is practical upon hire