

# Donor Services Manager

**Department:** Box Office

**Location:** Aspen, CO

## **Job Description:**

The Donor Services Manager is a newly created management position within the Box Office department. This position reports to the Director of Ticket Services and will work closely with the Director of Ticket Services and the Development Department. The Donor Services Manager will act as point-person for all AMFS donor records in regards to their ticketing prerequisites and needs. This person will oversee the Box Office staff in the summer season in conjunction with the Box Office Manager and Director of Ticket Services, and act as Manager on Duty for all AMFS Wheeler Opera House events and AMFS Winter Music Series. This person must remain respectful, positive, supportive, friendly, and provide high-level customer service to our patrons and donor base.

## **Responsibilities:**

- Create and maintain positive patron and donor relationships
- Manage donor records, including data entry of AMFS Annual Fund donations from Raiser's Edge
- Accurately operate and oversee point of sale ticketing system & pass printing software
- Act as Box Office liaison for Development events and accommodate all donor requests for ticketing
- Act as Manager on Duty for box office operations including open and closing the box office
- Problem-solve box office technical and patron-related issues
- Maintain a thorough knowledge and enforce AMFS ticketing policies and procedures
- Accurately process credit card and cash transactions and reconcile daily box office financials

## **Qualifications:**

Applicant should possess excellent communication and customer service skills in addition to being detail oriented, well organized, patient, and able to successfully manage staff in a fast-paced environment. Applicant will be expected to learn and comprehend complex ticket policies and procedures. Computer proficiency, accurate data entry, and other basic office skills are essential. Applicant should be comfortable working independently as well as part of a team. A knowledge of classical music, the AMFS, and the Aspen community is helpful, but not required. Applicant must be a team player with a good sense of humor. Experience with Raiser's Edge, OvationTix, Microsoft Office, and scheduling software is helpful but not required.

## **Compensation:**

Hourly rate. This is an 8-month position, working part-time during daytime hours from January through June and full-time with weekend and some evening work hours required from June through August. Summer season hours vary depending on performance schedule and staffing needs. Compensation includes a full season staff concert pass for the 2018 AMFS summer season.

## **Duration:**

January–August

## **Applications:**

Accepted immediately until the position is filled. No phone calls please. **Applicants must send a cover letter & resume (including references)** to Bonnie Shappell, Director of Ticket Services at [bshappell@aspenmusic.org](mailto:bshappell@aspenmusic.org). A telephone and/or personal interview will be required.