

## Job Title:

Donor Stewardship Coordinator

## Date:

September 2025

## Position Summary

The Donor Stewardship Coordinator is responsible for delivering exceptional constituent service as an ambassador of the Aspen Music Festival and School (AMFS), carrying out donor recognition and appreciation responsibilities in a timely and purposeful manner, and supporting the advancement team in their cultivation of meaningful donor relationships. The ideal candidate will possess a great commitment to detail, an ability to manage multiple workflows, including gift administration and data entry, and a willingness to provide high-quality administrative support to ensure the success of the AMFS's donor engagement strategies.

## Key Responsibilities

### Gift Administration and Recordkeeping

- Process and maintain charitable gifts, pledges, pledge payments, and other contributions in Raiser's Edge.
- Provide timely, high-quality donor correspondence, including but not limited to gift acknowledgement letters and pledge reminders.
- Maintain comprehensive and confidential constituent data for individuals and organizations in Raiser's Edge, including contact information, relationships, wealth screening data, and engagement activities.
- Generate donor lists, reports, and queries, prospect research, and related material to support fundraising, stewardship, events, and marketing.
- Serving as primary user of donor prospect research tools, collaborate to develop donor lead generation tactics and advance direct response solicitation strategies.
- Provide administrative and project-based support to the Individual Giving team, contributing to personalized stewardship and donor retention efforts.
- Provide support for all other reporting requests as needed, including those for special funding and endowment reports, special event communications, and moves management actions.

### Donor Services and Concierge

- Serve as the department's first point of contact for donors, maintaining a general email inbox, processing donations over the phone and received by mail, including the processing of credit card transactions according to PCI-compliant protocols.
- Provide superior customer service to donors by phone and email, including monitoring a general email inbox, assisting donor with making contributions, and by swiftly responding to requests for acknowledgments or tax records.
- Collaborate with the Box Office during the pre-season on-sale ticket periods and during the summer to ensure the appropriate ticketing perquisites are provided to members of the National Council and Hurst Chair's Circle.
- Attend and assist with events and donor experiences, which may require occasional work outside of normal business hours, especially during the summer season.

## Qualifications and Skills

- Education: High school diploma required; a bachelor's degree is preferred.
- Prior work experience: If the candidate holds a bachelor's degree, 1–3 years in nonprofit admin, customer service, or data management preferred (internships or part-time accepted); or, if the candidate holds a high school diploma, 3+ years of experience in data management, either in a nonprofit or for-profit setting, is required.
- Experience with donor management or CRM software (Raiser's Edge preferred) and proficiency with Microsoft Office software is required.
- Excellent interpersonal communications skills, including active listening and interacting with donors, volunteers, community, and staff.
- Excellent planning skills and a proven ability to assess priorities and manage a variety of complex activities simultaneously.
- The ideal candidate will see themselves as a “go-getter” who is equally comfortable cleaning datasets and running reports as they are calling donors to help with gifts or greeting patrons.

## Salary and Benefits

- Salary range for this full-time position is \$54,500 to \$56,500.
- Full employee medical, dental, and vision insurance coverage
- \$25,000 life insurance policy
- Option to put aside money pre-tax for health and dependent care expenses
- Pre- or post-tax retirement plan with company match after two years of service
- Medical expense reimbursement plan to offset the insurance deductible.
- Cash health and wellness benefit
- An employee assistance program
- Paid holiday schedule of 18 days including a six-day post-Festival break and a holiday break from Christmas Eve to New Year's Day. NOTE: This position requires limited, pre-determined hours during the holiday break.
- Paid vacation of 13 days the first year that grows up to 26 days after five years
- Paid sick time of 15 days per year
- Season pass to the Festival and Aspen Chamber discount on ski passes

## Additional Information

This is a salaried, non-exempt year-round position that requires residency in the Roaring Fork Valley in June, July and August annually at minimum. Year-round residency is desirable.

## AMFS Culture

The AMFS is committed to creating and maintaining a diverse, respectful, and inclusive community, and does not discriminate in employment opportunities or practices on the basis of age, race, sex, gender, color, religion, national origin, disability, military status, genetic information, sexual orientation, or any other status protected by applicable state or local laws.

To apply, please submit a cover letter and resumé to Vice President for Advancement Austin Stewart at [astewart@aspenmusic.org](mailto:astewart@aspenmusic.org).