

Stages Donor Concierge

Reports to: Development and Communications Director

Direct Reports: None

Indirect Reports: None

Status: Full-time, Exempt

The Donor Concierge provides support to Stages' individual fundraising initiatives. The Donor Concierge serves as a VIP concierge to our Impresario donors, with a focus on building personal relationships and providing top-notch customer service. This position is directly responsible for managing gift and acknowledgement processing and provides leadership to Stages' full season of Opening Night donor events as well as playing a lead role in shaping and implementing Stages' donor stewardship activities. Along with the rest of the development team, the Donor Concierge will also help support special fundraising campaigns as well as strategic plan goals.

About us

Stages makes plays and tells stories that invite everyone to live more deeply and love more boldly. We hold up a mirror to our community in order to crack open the question, *"What does it mean to be human?"*

We produce a broad scope of plays and musicals ranging from jukebox musicals and family entertainment to world premieres of new works by emerging writers.

Stages was founded in 1978 and has grown to become Houston's sixth largest nonprofit performing arts producer and the largest outside the downtown theater district. We perform year-round with an average of 12 productions and 65,000+ visitors each season. In January 2020, we opened our new \$35.4 million three-theater home, The Gordy.

We're a welcoming, collaborative culture that encourages each staff member to take initiative, share ideas and help shape the organization.

About you

You're passionate about spreading joy and nurturing relationships—you are all about people, people, people! You're driven to exceed goals and are always looking for ways to turn good into great. "Persistence and Persuasion" might be the title of your work memoir. You know that little details make a BIG difference, especially when your "job well done" makes someone else's day better.

What you'll do at Stages

- Provide leadership to Stages' Opening Night donor events, including managing the event invitation and RSVP process, facilitating ticket purchases and exchanges, and working with Stages' Operations team to coordinate event details and logistics
- Serve as VIP Concierge for Stages' Impresario donors and other key constituents, offering a direct point of contact to assist with ticketing, gift management, on-site amenities and other specific requests
- Process all gifts for Stages' annual fund and capital campaign, including gift entry, acknowledgments, pledge reminders and other supporting correspondence, and maintain donor listings
- Coordinate donor stewardship activities and work with Development and Communications Director and development team to shape Stages' donor stewardship program
- Serve as staff leader for Stages' Young Patrons Circle, including coordinating meetings and agendas, managing events and working with Development and Communications Director to develop strategies for growth and engagement

- Provide support for other development events as needed, including Stages' annual gala, stewardship events and corporate events
- Build and maintain relationships with a personal portfolio of donors
- Other duties, as assigned

To excel in this job, you'll need

- A positive, customer-focused approach to work
- Great interpersonal communication skills
- Experience juggling concurrent deadlines while maintaining quality
- Strong entrepreneurial skills, with the ability to work both independently and collaboratively
- Flexibility to work a varying schedule including days, some evenings and occasional weekends
- Passion for Stages' work and desire to play a vital role during a transformational period of growth

It's also great to have

- Confidence in a variety of business and social settings, and building relationships with people in a wide range of roles and industries
- Familiarity with donor databases and proficiency in data manipulation and analysis
- Experience with graphic design, website design or maintenance, or other publishing tools
- Degree in arts administration, business, marketing, communications or English (we see you, English majors!) or related area

This is important

Stages is committed to advancing equity, diversity and inclusion. Stages is committed to creating and maintaining a safe creative environment for staff, artists and our community. We know that through discussion and expression we can continue to promote change in a positive direction. We believe that diversity on and off stage is important. We are committed to bridging cultural gaps and creating an environment of inclusion and equity for all. It is our intent to provide equal opportunities to all who may apply. We welcome every race, color, religion, sex, sexual orientation, national origin, age, genetic makeup, gender identity or expression, disability, veteran status and thinking style.

Our hiring process

Please send cover letter and resume to:

Human ResourcesStages
800 Rosine Street
Houston, Texas 77019

humanresources@stageshouston.com

If we think you might be a good fit, we'll contact you to schedule an introductory interview. This conversation will help us learn about you, share more about the job and Stages, and answer your initial questions. From there, we may also invite you to talk with other staff members from positions across the organization so that you have an opportunity to explore Stages' culture and work environment, and we can get a sense of what you'll bring to the team. A background check is required for finalists.