



Job Description

Job Title: VIP Concierge & Development Coordinator
Department: Development
Reports To: VP of Development
FLSA Status: Exempt, salary

About the Tobin Center for the Performing Arts

The Tobin Center is San Antonio's premier cultural arts center, dedicated to driving meaningful community change through world-class entertainment, supporting local performing arts, and ensuring accessible arts education. Our state-of-the-art facilities attract diverse audiences with stunning architecture, exceptional acoustics, and a flexible 1,750-seat H-E-B Performance Hall, a 259-seat Carlos Alvarez Studio Theater, and the scenic Will Naylor Smith River Walk Plaza. Beyond our main venues, our campus includes an Administration Building, the Tobin Garage and the "Shirt Factory Building". We also operate Tobin Entertainment LLC, which promotes quality entertainment nationwide, generating vital support for our local programs.

Our Culture

At The Tobin Center, we aspire to be an organization with a **culture of excellence** that attracts and retains the best in the business. Our success is only possible because of our people—a team of passionate professionals dedicated to making a positive impact on our community.

We are committed to creating a **supportive workplace with open communication** where all are treated with dignity and respect, and all voices are heard. **Innovation and collaboration** are at the heart of how we work, driving success through shared ideas and clarity of purpose. We encourage **personal and professional growth** in an eclectic and inclusive workplace that values hard work, initiative, and fun. We assume the best in one another, **cultivating trust and inclusiveness** as we grow together. We embrace a culture of **challenging the status quo**, empowering our people to take risks to achieve our mission.

The Opportunity

Working collaboratively with the development team, the VIP Concierge & Development Coordinator serves as the main point of contact for VIP ticketing and parking needs; provides support for all development initiatives; takes the lead in processing donations, pledges, and memberships; runs requested reports from Tobin database; coordinates and tracks Charlie's Seats distribution; creates mailing lists; creates and mails acknowledgements; and responds to all requests for nonprofit ticket donations.

The candidate must have excellent organizational skills and proficiency in CRM database operations. The VIP Concierge & Development Coordinator reports to the Vice President of Development.

What You'll Do

VIP Concierge Services

- Serves as the point of contact for VIP concierge services, responds to questions and provides excellent frontline service. VIPs include box holders, Board of Directors, and \$2,500+ members.
- Manages VIP benefits.
- Manages distribution of CEO and VP of Development performance tickets.
- Notes pertinent donor data and research information in Tobin database.
- Tracks VIP and donor records, noting interactions and donor preferences in Tobin database.
- Maintains and monitors Moves Management plan and assists with related efforts.
- Coordinates with other departments (Box Office, Marketing, and Catering) to ensure clear allocation of responsibilities, management of deadlines, and task completion as related to VIPs.

Donor Database

- Builds and updates gifts, benefits, and membership program in the database.
- Processes gifts including cash, pledges, and grants.
- Oversees database management: gift entry, records management, donor recognition, and donor prospects.
- Maintains donor records in The Tobin Center database including, but not limited to: donor interaction, pertinent donor data, and research information.
- Runs detailed membership reports weekly or as needed.
- Works with accounting to reconcile reports.
- Provides Board of Directors statements with guidance from VP of Development.
- Uses database records to prepare mailing lists for e-communications, stewardship mailings and solicitations.
- Updates MailChimp mailing lists with corrections and new member and donor contact information.
- Prepares monthly renewal pledge reminders and letters for major gifts, memberships, corporate and termed box holders.
- Prepares and mails tax letters annually.
- Prepares and mails acknowledgment correspondence for members, VIPs and donors.
- Mails donor acquisition correspondence.
- Ensures that all donations are being acknowledged by the Development team according to the current gift acknowledgment policy.

Other

- Arranges for disbursement of complimentary tickets to under-resourced school groups, nonprofit organizations and individuals (Friends of Charlie), and keeps detailed records.
- Assists with execution of fundraising and donor-related special events, including seating assignments for the Annual Benefit Concert.

- Participates in weekly meetings including Development team meeting and others as requested.
- Attends evening and weekend events as needed.
- Prepares prospect research.

What You'll Bring

The requirements listed below represent the knowledge and skills required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree and experience with a CRM database.
- At least two years of customer service experience.
- Innovative, creative thinker who is a team player.

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

- **Customer Focus** - Incumbent's interaction with internal and external constituents requires an ability to anticipate and meet needs quickly and accurately. Outstanding customer service, both in person and on the phone, is essential. The ability to work under pressure and with frequent interruptions is critical. Ability to manage difficult and/or emotional customer situations and resolving customer issues quickly and thoughtfully to ensure the highest level of customer service and satisfaction.
- **Representation of The Tobin Center** – Contributes to and promotes a positive image of The Tobin Center throughout all areas of responsibility.
- **Job Knowledge** – Understands the duties, methods and procedures required by the job. An understanding of donor-centered relationship building is essential.
- **Confidentiality** – Independent judgment and initiative must be frequently exercised. Because of the nature of the interaction and transactions, a high level of discretion is required concerning donor information.
- **Teamwork** – Ability to interact and develop relationships with co-workers; give and receive constructive input; contribute ideas and viewpoints; adapt to changing circumstances and expectations; understand and remedy interpersonal conflicts.
- **Communication** – Commitment to employing and promoting effective written/verbal communications with staff, patrons, and external constituents.
- **Management of Resources** – Ability to use time, money, technology and people efficiently and effectively. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.

- **Technical Knowledge** – Ability to demonstrate the specific skills required for fulfilling the essential duties and responsibilities of the position, using Microsoft Office, Tobin Center database and tools that are necessary to accomplish work.
- **Dependability & Time Management** – Ability to multi-task and meet multiple deadlines in a timely fashion. Attendance & punctuality fall within standards. Takes responsibility for actions and accepts responsibility for mistakes. Follows through on assignments despite setbacks, shifting priorities when necessary.
- **Initiative** – Demonstrates willingness to increase job knowledge and improve performance.

Work Environment and Physical / Mental Activities, Requirements and Demands commonly associated with the performance and functions of this position.

- Climate controlled office environment; Minimal exposure to inclement weather. Regular work hours that can include evenings and weekends. Exposure to computer screens.
- Ability to operate assigned office equipment and to adhere to all safety guidelines.
- Standing, walking, sitting for prolonged periods of time; reaching, stooping, bending, kneeling, navigating stairs, hand and finger dexterity, clear speech, hearing / listening.
- Clarity of vision with the ability to bring objects into sharp focus; color perception.
- Intense concentration over extended periods of time that can include frequent interruptions for questions and advice. Stress associated with competing priorities and time deadlines is occasionally an element of this position which must be recognized and successfully managed.
- Ability to lift up to 30 pounds.
- Ability to maintain confidentiality and discretion.

Machines, Tools, Equipment and Work Aids: Representative but not all inclusive of those commonly associated with this position are computer, printer, copier, and telephone.

Communication:

An Application for Employment must be filled out in order to be considered for employment. The Tobin Center Application may be found at www.tobincenter.org under the Employment tab. Please send an availability schedule and resume in addition to your application.

Mail Application to The Tobin Center Administrative Offices at:

115 Auditorium Circle
San Antonio, TX 78205
Attn: LuAnn Stidham

Or email to: LuAnn.Stidham@tobincenter.org

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