Greenville Symphony Association

Donor Relations Coordinator

POSITION SUMMARY

The Donor Relations Coordinator (DRC) coordinates the organization's development operations, donor database administration, stewardship activities, donor recognition programs, and reporting processes while providing administrative and project support to the Director of Development.

This role requires exceptional attention to detail, strong organizational skills, and a proactive, service-oriented approach to donor relations. The DRC is responsible for maintaining accurate donor records, supporting donor communications and recognition efforts, coordinating donor benefits fulfillment, producing reports and analytics, and helping ensure donors feel informed, appreciated, and connected to the organization's mission.

Working closely with the Director of Development, the part-time Events Coordinator, the contract grant-writer, and the Marketing team, the DRC supports stewardship events, donor hospitality, ticketing benefits, and VIP experiences. The position serves as a key operational resource for the Development department, helping ensure that donor information, processes, communications, and stewardship activities are managed accurately, efficiently, and consistently.

While collaborating closely with Development staff, this position does not carry fundraising, solicitation, or revenue-generation responsibilities. Instead, the role focuses on development operations, donor stewardship, reporting, and administrative support that contribute to strong donor retention, engagement, and satisfaction.

About the Greenville Symphony

The Greenville Symphony Orchestra (GSO) is a cornerstone of Greenville's vibrant cultural ecosystem, engaging the community through exceptional musical performances, education, and outreach. As the Symphony approaches its 80th year, the Greenville Symphony is seeking an accomplished development professional to lead fundraising efforts that will support the next chapter of the Symphony's performances and community impact.

At the heart of the GSO's mission is the belief that music has the power to bring people together through shared experiences. The Symphony's programming highlights the exceptional talent of a core roster of 67 musicians, presenting more than 30 public, ticketed concerts at the Peace Center and venues throughout the region each year. Reaching audiences of every age and background, the GSO also presents more than 100 free events annually, engaging approximately 25,000 people across the South Carolina Upstate.

REPORTS TO: Director of Development

KEY INTERNAL PARTNERSHIPS: Events Coordinator, Grants Manager, Front-of-House Staff, Marketing & Communications, Artistic Operations, Finance Department, Executive Leadership

HOURS/WEEK:

- Full-time, exempt position.
- Standard work schedule consists of a **36-hour work week**, plus attendance at concerts, donor events, and other special events as required.
- Because this role relies on close collaboration with staff and active participation in donor-facing activities, the position is primarily based on-site. Limited remote work opportunities may be available based on organizational needs and workload.
- Support as part of Front of House team at approximately 50% of the GSO's evening and weekend performances, most donor events (often during the week of performances or as part of the concert night experience), and some education and community activities is an essential function of the position.
- Recognizing the demands of the performance and event calendar, the GSO supports flexible scheduling arrangements during weeks that include concerts and events.

ESSENTIAL RESPONSIBILITIES

Donor Stewardship & Recognition

- Prepare timely, personalized donor acknowledgments.
- Coordinate accurate donor recognition across annual reports, concert programs, digital platforms, signage, and special recognition opportunities.
- Coordinate fulfillment of donor benefits and privileges.
- Maintain stewardship calendars, recognition schedules, and donor engagement plans.
- Track stewardship activities and donor engagement across giving levels.

Donor Communications

- Prepare proposals, acknowledgment letters, thank-you communications, stewardship updates, newsletters, and other donor materials.
- Gather program stories, outcomes, and highlights for donor communications and impact reports.
- Coordinate with Marketing and Communications staff to keep donor messaging and recognition consistent.
- Prepare personalized communications for leadership donors, sponsors, legacy society members, and board members.

Donor Experience & VIP Services

- Provide welcoming, attentive donor service and hospitality at all giving levels.
- Coordinate donor ticketing benefits, presales, exchanges, seating requests, and concert attendance with the Marketing and Box Office team.
- Respond to donor inquiries and coordinate timely resolution of concerns and special requests.
- Maintain donor preferences to support personalized service and hospitality.

Donor Events & Engagement

- Support planning for donor stewardship and recognition events.
- Coordinate donor needs with the part-time Events Coordinator, who handles registration, RSVPs, vendors, setup, on-site logistics, and follow-up.
- Assist with donor receptions, artist meet-and-greets, backstage experiences, open rehearsals, appreciation events, and recognition gatherings.
- Collaborate with Events Coordinator to log attendance data and feedback in CRM to inform future stewardship events.

Stewardship Reporting & Impact

- Gather program outcomes and prepare donor impact materials with program staff.
- Track reporting deadlines and coordinate reports for corporate, foundation, and special project supporters.
- Maintain reports on donor engagement, stewardship activities, and retention trends.
- Assist with annual report.

Database & Records Management

- Maintain accurate, current donor records in the CRM database.
- Coordinate with leadership and development staff to record donor preferences, recognition requirements, benefits fulfillment, event participation, and stewardship touchpoints.
- Review donor records and recognition listings for accuracy and completeness.

QUALIFICATIONS

Education

- Bachelor's degree preferred

Experience

- Experience supporting donor relations, customer service, database maintenance, or administrative operations.
- Experience in a performing arts nonprofit organization preferred.

Skills & Competencies

- Customer service and relationship-building skills, including the ability to respond courteously to donor inquiries and follow through on requests.
- Outstanding written and verbal communication abilities.
- Attention to detail and organizational skills, including the ability to maintain accurate records and track deadlines.

- Ability to manage multiple priorities in a dynamic environment.
- Experience with CRM and donor database systems.
- Ability to handle confidential donor information with professionalism and discretion.
- Commitment to the organization's values and mission through welcoming, personalized donor service and reliable follow-through.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Use of an office phone, computer and internet is required
- Must have a valid driver's license and own transportation
- This job will be based in Greenville Symphony's offices in downtown Greenville
- A cell phone and remote access to e-mail and office files are required, as many tasks take place offsite
- Ability to occasionally carry materials or signage

COMPENSATION AND BENEFITS

The Greenville Symphony offers a competitive salary and benefits package, including medical, dental, vision, 401K matching, and generous paid time off.

HOW TO APPLY

Send resume and cover letter to Jessica Satava, Executive Director, at jsatava@greenvillesymphony.org