

Job Title	Donor Relations Coordinator
Reports To	Individual Giving and Stewardship Manager
Direct Reports	N/A
Status	Regular Full-Time Exempt
Location	On site in Downtown Houston, TX, with flexibility for occasional remote work
Schedule	General business hours with some nights and weekends

OVERVIEW

The Hobby Center’s Donor Relations Coordinator serves as a central relationship manager and administrative anchor for the fundraising arm of the Advancement team, ensuring the seamless execution of donor stewardship, engagement, and fundraising efforts at the Hobby Center. Acting as a primary point of contact for donors and a key connector across development functions, this role is responsible for cultivating meaningful relationships through responsive communication and personalized engagement strategies that strengthen donor trust, retention, and long-term affinity for the organization. The coordinator also plays a critical operational role by overseeing the administrative systems and follow-through necessary to support the full lifecycle of stakeholder engagement. Through meticulous organization, a proactive approach, and donor-centered service, the coordinator helps translate institutional priorities into impactful donor experiences that build community, strengthen relationships, and advance the Hobby Center’s mission and strategic goals.

MAJOR FUNCTIONS

Donor Stewardship & Fundraising Support

- Serve as primary concierge for donors regarding ticketing, dining, parking and other performance and event details and assist the Donor Events and Stewardship Lead with delivery of services for major donors as needed.
- Support executing donor communications, including show reminders, ticket exchanges, and onsite restaurant reservations.
- Assist with tracking donor benefits and stewardship measures and ensure timely fulfillment (tickets, invitations, recognition listings) using CRM platform as needed.
- Provide responsive, first-class customer service and proactively address inquiries with warmth, discretion, and efficiency when interacting with donors via phone, email, or in person.
- Provide support for reconciliations of donor activity for performance related services (i.e. valet and or restaurant/concession invoices)
- Work with the Advancement team to support annual fundraising campaigns through the creation and distribution of communications as well as personal outreach.

- Assist with identification and research of prospective donors
- Maintain and manage personal portfolio of donors

Database & Administrative Support

- Assist with the preparation and distribution of donor acknowledgment letters, day-to-day correspondence of donor questions or needs, and other correspondence such as thank you cards or pledge reminders.
- Update and maintain accurate and organized donor information in the CRM database while maintaining data protocols
- Deliver high-quality, detail-oriented administrative support across broader scope of development system filing and physical filing needs and maintain record keeping infrastructures.

Events & Engagement

- Help support planning and execution of donor events such as receptions, performances, and cultivation gatherings
- Assist with event logistics including invitations, serving as the primary RSVP tracker, and provide on-site event support.
- Help coordinate donor recognition efforts in programs, signage, and digital platforms
- Work with the Individual Giving and Stewardship Manager, the Donor Events and Stewardship Lead and the broader advancement team to inform and develop an engaging stewardship touchpoint model and personalized donor interactions
- Coordinate the execution of said touchpoints such as flower delivery, birthday cards, celebratory gifts etc.
- Coordinate and track VIP ticket donation requests.

Collaboration and Growth

- Work with marketing, box office, and programming staff to support donor-related activities and benefits
- Assist in ensuring alignment between donor engagement efforts and organizational programming
- Seek professional growth in the field of performing arts relationship management, revenue generation, and associated data and processes.
- Along with other members of the advancement team, represent the Hobby Center at performances and donor events and provide support as needed.
- Regularly attend Hobby Center presented programming.

Responsibilities may be modified as needed to meet the organizational goals and employee strengths.

TRAITS AND CHARACTERISTICS

You Are

- Excited to meet new people and build relationships.
- Highly detail oriented, with the ability to understand and care for how individual tasks and data points contribute to organizational goals and donor experience
- Driven to synthesize information and identify connections
- A type “A” brain with a type “B” personality
- Eager to develop skills in donor relations, nonprofit administration, and event coordination, while contributing meaningfully to the organization’s long-term philanthropic growth and community impact.

We Are

- A vibrant performing arts center in downtown Houston offering a huge range of arts and entertainment experiences.
- A connector, convenor, and incubator for all Houston audiences, artmakers, and arts organizations.
- An established, stable nonprofit organization engaged in an exciting period of growth and transformation.
- Committed to creating a welcoming, inclusive workplace that embraces diversity of people and ideas and fosters a sense of belonging.
- A high-performance culture that is supportive of your professional growth and ability to work in a sustainable, empowered way.

Skills and Qualifications

Requirements:

- Excellent organizational skills and attention to detail
- Strong written and verbal communication skills
- Proficiency in Microsoft Office (Word, Excel, Outlook)
- Ability to manage multiple tasks and meet deadlines
- Ability to work at a desk (sitting or standing) and computer for extended periods of time
- A positive, collaborative approach to work and an enterprising spirit
- Passion for the Hobby Center’s mission and desire to play a vital role during a transformational period of growth

The Hobby Center’s core business is live performances. Evening and weekend events are central to our operation and all employees understand that their duties may require them to be on site at these times and interface with the public.

Ideal Skills and Experience:

- Bachelor’s degree or equivalent experience in arts administration, hospitality, high-end client service, or related field
- Prior experience in the performing arts or live entertainment sectors

- Prior experience with relevant CRM systems (Tessitura and Ticketmaster a plus)
- Prior experience with relevant email platforms (i.e. mailchimp, Constant Contact etc.)
- Interest in or passion for the performing arts and nonprofit work
- Positive attitude and willingness to learn
- Strong interpersonal skills and a customer service mindset
- Ability to handle confidential information with professionalism
- Familiarity with performing arts subscription models and campaigns and patron loyalty programs

Attitudes and Behaviors We Value:

- Embracing a spirit of ongoing growth and learning
- Employing direct, open communication and conflict resolution
- Managing work independently and increasing ownership over time
- Supporting colleagues and partners to achieve collective success
- Strengthening awareness and interrogation of our individual biases
- Celebrating our own and others' wins, big and small
- Contributing to a nimble team with a broad scope of work
- Engaging through a lens of opportunity

Team members at the Hobby Center for the Performing Arts must thrive on challenge and be comfortable working in a dynamic, fast-paced environment. Working with a nimble and efficient team requires that members bring an entrepreneurial spirit to their work, providing leadership across a broad scope of work.

COMPENSATION

The Hobby Center offers a competitive compensation and benefits package including medical, dental, vision, life, disability, a 403b savings plan with matching employer contributions, mobile phone stipend, parking, and paid time off. The anticipated hiring range for this position is \$45,000-\$55,000 annually.

ABOUT THE HOBBY CENTER FOR THE PERFORMING ARTS

The Hobby Center for the Performing Arts deepens understanding of our shared humanity. We serve as a connector, convenor, and incubator for all Houston audiences, artmakers and arts organizations. By presenting engaging performances and educational programs, we strengthen our sense of belonging to shape a more cohesive and connected Houston community. Opened in 2002, the Hobby Center campus houses two theaters including the 2,650-seat Sarofim Hall and the 500-seat Zilkha Hall. Delivering a best-in-class patron experience, the Hobby Center welcomes over 400,000 audience members annually to engage with high-quality arts programming including the Memorial Hermann Broadway at the Hobby Center series. The Hobby Center is also home to a full season of musical theatre produced by Principal Resident Company Theatre Under the Stars, as well as a variety of diverse performances from both Houston-based and touring artists and companies. Education and accessibility initiatives are central to the Hobby Center's impact in Houston through programs like the ExxonMobil Discovery Series that

welcomes thousands of students to performances every season. Since 2012, the Hobby Center has been a national leader in accessibility, presenting Sensory Inclusive performances and providing exemplary customer service via its Access Team at all public events. Over the past year and a half, the Hobby Center developed and is implementing a strategic plan that drastically shifts its role in the Houston arts community. The Programming and Education Department was a result of this plan's first steps. This is an exciting time to be involved in the Hobby Center as it implements its new identity with a focus towards expanding the communities it serves and engages.

The Hobby Center for the Performing Arts is an equal opportunity employer where equity, diversity, inclusion, and accessibility are deeply valued.

Apply Here: <https://tinyurl.com/mwae6hw>