

Patron Services & Development Operations Associate Grand Teton Music Festival

The Grand Teton Music Festival (GTMF) seeks a detail-oriented highly organized, and customer-service—focused **Patron Services & Development Operations Associate (PS/DOA)** to join our team during an exciting period of growth and transition. This role is a key member of the Patron Services, and Development teams, and an essential partner with the Marketing Team. The PS/DOA supports the Patron Services & Development Operations Manager in maintaining seamless operations for both donor gift processing and patron ticketing activities, ensure accurate database management, gift processing and reconciliation, development event support, and administrative operations (office management). The PS/DOA reports to the Patron Services & Development Operations Manager.

DUTIES/RESPONSIBILITIES

Patron Services and Development Administrative Support — 30%

- Assist the Patron Services & Development Operations Manager in day-to-day development and patron services operations including database management in our combined CRM Spektrix, maintaining patron/donor records, adding tags to accounts, and running reports.
- Support the operations side of donor stewardship initiatives, fundraising campaigns, mailings, and communications.
- Assist the PS/DOM in generating donor/patron lists, dashboards, and reports from Spektrix to support development strategy and marketing efforts.
- Maintain accurate files, records, and documentation for development and patron services activities both in the database and in office.

Gift Entry and Acknowledgement — 30%

- Gift Entry into the CRM database (Spektrix) and timely processing of gifts in coordination with the Director of Finance and the PS/DOM.
- Prepare gift and pledge acknowledgement letters on a weekly (or more) basis.
- Collaborate with Finance and PS/DOM to reconcile donations, and ticket revenue.
- Ensure the integrity of CRM data through routine audits and corrections.

Assistant Box Office Manager — 20%

- Support the PS/DOM in hiring, training, scheduling, and overseeing box office staff during the Festival season.
- Assist patrons at the front desk and over the phone with ticket purchases and inquiries year-round.
- Assist in working ticketed events throughout the year-round and summer festival season.
- Assist Marketing in the creating and deployment of patron ticketing related communications. Example: know before you go concert emails.

Mailings and Donor/Prospect Research — 10%

- Support the PS/DOM & Development Manager in the production of donor communications, mailings, and email campaigns.
 - Pulling lists from the database, sending emails, mailing letters.
- Conduct research to identify and qualify prospective donors, preparing profiles and relevant documentation for development staff.

General Office Management— 10%

- Maintain organized office systems and records.
- Coordinate maintenance as needed for office systems such as copy machines.
- Identify ways for the office to be more time and cost efficient.
- Going to the Post Office daily.

Additional Duties Could Include:

- Grant application writing & management

MINIMUM EDUCATION AND EXPERIENCE

- High school diploma or equivalent required; college degree preferred.
- 1-3 years of relevant arts administration/non-profit experience.

REQUIRED SKILLS/ABILITIES

- Creative thinking and a love for learning.
- Forward-thinking and innovative, with a passion for data, service,
- Belief in the mission of GTMF.
- Strong written and oral communication skills.
- Proficiency with CRM databases (Spektrix preferred).

- Computer proficiency in Excel, Word, and other standard office software.
- Demonstrated problem-solving and analytical skills.
- Highly organized, detail-oriented, and able to maintain confidential information.
- Ability to thrive in a fast-paced environment and remain composed under pressure.
- Night and weekend hours required during the 7-8-week summer festival and occasionally for other year-round events.
- Unwavering commitment to exceptional customer service and hospitality.

PHYSICAL REQUIREMENTS

- Ability to regularly sit for long periods of time (over 70% of the time).
- Ability to repetitively move wrist, hand, and/or fingers (up to 70% of the time).
- Ability to occasionally talk, stand, walk, drive, and reach with hands/arms (up to 40% of the time).

This is a **full-time position based in Jackson, WY**. The salary for this role is \$60,000. GTMF provides a flexible work schedule September—June; night and weekend work is required July—August. Housing assistance may be available.

To apply, send a resume & cover letter to jobs@gtmf.org.



About GTMF

The Grand Teton Music Festival, founded in 1962, unites over 250 celebrated orchestral musicians led by Music Director Sir Donald Runnicles in Jackson Hole, Wyoming each summer. GTMF is one of America's leading summer classical music festivals. The Festival Orchestra, a full orchestra made up of musicians from all the top orchestras around the country, makes up the centerpiece of the Festival.

As the single largest performing arts presenter in Jackson Hole, Wyoming with more than 120 annual events, GTMF also presents year-round programming that includes community concerts and education programs for Teton County students.

About Jackson Hole

Jackson Hole, Wyoming, is a stunning valley home to several towns, including Jackson, Wilson, and Teton Village. Known for its incredible natural beauty, outdoor activities, vibrant arts scene, and western charm, it's one of the top year-round destinations in the world. The region is bordered by Yellowstone and Grand Teton National Parks, offering breathtaking views of snow-capped peaks, vast forests, and abundant wildlife.

Outdoor enthusiasts will find endless adventures, from world-class skiing and snowboarding in winter to hiking, biking, and fishing in the warmer months. Jackson Hole is also a cultural hub, with a thriving arts community, top-ranked galleries, a renowned symphony, and signature events like the Fall Arts Festival and the Jackson Hole Rodeo. Downtown Jackson is a lively mix of fine dining, unique shops, and western-inspired activities, making it a dynamic place to live and visit.

