



Title: Membership Concierge **Division/Department:** Development

Reporting To: Development Director

FLSA Classification: Exempt Non-Exempt

Employment Type: Full Time Part Time Intern Contract

Position Summary

The Membership Concierge is responsible for managing the Carolina Theatre’s Membership program, ensuring seamless benefit fulfillment and VIP ticketing services for major donors. This role involves data entry, administrative support for fundraising efforts, event planning, and collaboration with various teams to enhance member experiences. The Membership Concierge also coordinates Theatre tours, assists with pre-show preparations, and provides nightly event support (on a rotating basis).

Duties & Responsibilities

- Manage the Theatre’s Membership program including oversight on receivable dues, calendar for billing and reconciliation etc.
- Works with members (donors) to ensure benefit fulfillment and usage
- Serves as the VIP ticket concierge (point of contact) for all major donors/members (including the 100 Club) by providing ticket booking support and management
- Data entry into the Theatre’s CRM system, including gift processing, contact updates, and communication notes
- Provide administrative support for the Development Director and Executive Director for fundraising efforts
- Plan and execute Carolina Theatre member/donor events
- Coordinate and conduct Theatre tours for members
- Collaborate with the Box Office Manager to effectively manage the Ticketmaster/Archtics CRM
- Coordinate with the Guest Services team to fulfill member ticketing requests
- Works with the Communications team to create and promote Carolina Theatre-branded merchandise
- Assists with pre-show preparations, including preparing gift bags and other giveaways
- Nightly event support
- Other duties as assigned

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Job Qualifications

- Bachelor’s degree preferred in business administration, non-profit management or related field.

- 1-3 years of relevant fundraising, marketing, communications, event management and/or hospitality experience.
- Excellent written and oral communication skills.
- Strong organization and project management skills.
- Ability to make connections and create authentic relationships with a diverse group of constituents, including high net worth donors.
- Strong computer skills, including the Microsoft Office suite and Ticketmaster/Archtics (or a similar CRM).
- Ability to work flexible hours, including nights, weekends and holidays.
- Passion for the work of the Carolina Theatre and the ability to represent us to the community.