



Development & Audience Services Coordinator

Reports to	Director of Development
FLSA	Part-time, non-exempt
Salary	\$18-22/hr, dependent on experience. 15-25 hours per week.
Benefits & Schedule	Opportunities for advancement, company-paid indoor parking, access to live performances, occasional guest tickets for friends/family, and reimbursement of mileage for Symphony-related business at applicable rate. This position offers a consistent weekday schedule (example: 9am-1pm or 1pm-5pm daily), alongside weekend and evening event work scheduled far in advance (see the 2026-27 concert schedule here).

Position Summary

The Development & Audience Services Coordinator sits at the intersection of development operations, patron and donor services, and frontline fundraising support, with primary responsibility for ensuring the accuracy, consistency, and responsiveness of fundraising revenue-related administrative functions.

The role supports contributed and earned revenue efforts by managing daily transactions (ticketing and donations), maintaining the integrity of the Symphony’s CRM database, and delivering timely, high-quality donor acknowledgment and stewardship. As a primary point of contact for patrons, the position also plays a critical role in shaping a patron experience that reflects the mission of the Wichita Symphony Orchestra (WSO). In addition to administrative execution, the role contributes to fundraising outcomes by supporting event logistics, coordinating donor communications, and assisting with basic cultivation and solicitation activities.

This is a highly detail-oriented, customer-facing role that requires strong communication skills, professionalism and warmth, and the ability to manage multiple priorities in a fast-paced, event-driven environment. Candidates with transferable skills from hospitality, customer support, or administrative office roles (especially in nonprofit organizations) are encouraged to apply.

Essential Functions

Administrative Revenue & Customer Service Support

- Provide general front desk and administrative support, including answering phones, assisting walk-in visitors, and processing ticket sales and exchanges.

- Deliver a high standard of friendly, professional customer service to all audience members, donors, and community stakeholders. Ensure consistent office coverage in coordination with staff.
- Ensure that all donations are accurately processed per WSO's Gift Acceptance Procedures. Assist Ticketing Coordinator in submitting daily receipts of checks to the Business Manager.
- Maintain the integrity of the Customer Relationship Management database (Patron Manager); ensure accurate and consistent input of data and donor information.
- Merge, generate, and file gift acknowledgement letters and emails to donors on a weekly basis.
- Complete monthly Donation Summary Reports for Director of Development to check and evaluate.
- Participate in team meetings and contribute to a positive, collaborative office environment.
- Assist in printing, stuffing, and mailing solicitations or invitations as needed.
- Run, export, and clean recipient lists for fundraising mailings and email campaigns.
- Additional duties as assigned.

Fundraising Events & Concerts

- Assist with the planning, organization, and execution of concert-day recognition and stewardship opportunities as well as non-concert fundraising events.
- Participate in team efforts to produce concerts, special events, fundraisers, and other events inside and outside of Century II. Provide box office support during concerts.
- Event duties frequently require moving quickly between locations within the event venue, and occasionally between multiple venues/offices. Setup and teardown may include lifting heavy or large objects.
- Assist with or attend other fundraising-related events as assigned.

Solicitation, Cultivation, and Stewardship Support

- Participate in fundraising by making direct asks for gifts or calls of gratitude, coordinated and coached by the Director of Development.
- In a timely manner, coordinate and document any handwritten notes to patrons, especially thank-you notes for gifts.

Office Hours

This position maintains four daily in-office hours in accordance with the WSO personnel policies. A typical work week is Monday – Friday with Saturdays and/or Sundays during concert performances. Potential for flexibility on a seasonal and workload basis. Evening and weekend work required.

Qualifications

- 1-2 years of office or customer service experience is preferred, or comparable background.
- Comfort using computers (especially Microsoft Office) and learning new systems, including ticketing, CRM databases (WSO uses Patron Manager), and point-of-sale tools.
- Must commit to providing exceptional customer service with an interest in the arts and an enthusiasm to learn about orchestral music and build a culture of philanthropy.

- Excellent organizational and problem-solving skills, with acute attention to detail.
- Possess excellent interpersonal and communication skills, including writing and proofreading.
- Must have reliable transportation.
- Must be authorized to work in the United States.

To Apply:

Please email a resume and contact information for three professional references to jobs@wso.org. Please list the subject line as “Last Name – Development & Audience Services Coordinator.” PDF recommended.

No phone calls.

Timeline: Review of applications will begin immediately. Position open until filled.

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To learn more about the Wichita Symphony, visit WichitaSymphony.org.