Founded in 1842, the New York Philharmonic is the oldest symphony orchestra in the United States, and one of the oldest in the world. Each season the Philharmonic connects with up to 50 million music lovers through live concerts in New York City and on its worldwide tours and residencies. David Geffen Hall, the home of the Philharmonic, is currently under renovation and the orchestra is performing in several different venues this season. The new hall will re-open to the public in the fall of 2022 with state-of-the art acoustics and more inviting spaces.

The New York Philharmonic seeks a Manager, Donor Services to lead Patron Desk concierge ticketing and serve as a frontline representative for inquiries from donors. This role works closely with the Individual Giving and Majors Gifts teams by helping to secure membership renewals, supporting membership events, managing development communications, and overseeing benefit fulfillment.

Responsibilities include:

- Manage concierge ticketing services provided through the Patron Desk and manage the Patron Desk inbox
- Manage the ticketing inventory for all areas of Development, including working with the Director of Development on internal budgets for ticketing.
- Work closely with Customer Relations and the Lincoln Center Box Offices to ensure excellent ticketing service for Patrons
- Answer the Patron Desk and Friends Helpline phone lines with the Development Associate
- Support the Development department by sending communications and mass emails via Wordfly and Constant Contact as needed.
- Help coordinate Membership Events by sending invitations, tracking RSVP’s and attendance in Tessitura, and sending follow up emails
- Work closely with the Director of Development and the Director of Publications in creating and producing content for Ovation, the quarterly donor newsletter; design and send the newsletter through Wordfly
- Support digital fundraising efforts for the Individual Giving team and help develop strategies for digital fundraising
- Support the Individual Giving team by coordinating the planning and execution of Donor Appreciation Month including managing the budget, working with outside vendors, and sending a donor gift
- Miscellaneous duties as assigned.

Requirements:
Bachelor’s degree with a minimum of 3 years of development, ticketing, or customer service experience. Outstanding written and verbal skills; strong time-management and organization skills; relationship-building experience; creativity; enthusiasm for classical and symphonic music; strong computer and data skills; Tessitura or database experience is highly valued. Commitment to valuing diversity and contributing to an inclusive working environment.

The New York Philharmonic offers a competitive salary and comprehensive benefits package to our full-time employees including:

- Medical Dental and Vision coverage
- Employer contributions to the 403(b) plan after one year of employment
- Employer paid Life and Disability insurance
- 12 Holidays
- 20 Vacation days in 3rd calendar year of employment

Please submit a resume and a cover letter along with your salary expectations to resumes@nyphil.org.

No phone calls, please. Although we appreciate your interest, we will only contact applicants we are considering for interview.

The New York Philharmonic is an Equal Opportunity Employer and does not discriminate on the basis of age, immigration or citizenship status, color, disability, ethnicity, gender, gender identity, marital and partnership status, national origin, race, religion, sexual orientation, veteran or active military service member or any other characteristic protected by federal, state or local laws in its employment policies.