

## **FESTIVAL PLATINUM PLUS CONCIERGE**

### **Job Description**

#### **BASIC FUNCTION**

The **Festival Platinum Plus Concierge** is responsible for overseeing all Platinum Plus Passes and serves as a direct assistant to pass holders for the three weeks leading up to festival and for the 25 days of festival.

#### **REPORTING RELATIONSHIP**

- Director of Individual Giving

#### **PRIMARY SUPERVISORY RESPONSIBILITIES**

- Non-Manager, no oversight or accountability for others, an individual contributor

#### **PRIMARY DUTIES & RESPONSIBILITIES**

- Act as liaison to Platinum Plus Pass holders to make sure they have the best festival experience possible
- Oversee fulfillment of all Platinum Plus Pass holder benefits
- Work directly with Festival venue managers for seat reservations of Platinum Plus Pass holders
- Provide assistance to phone and email inquiries, maintaining personal contact and good relationships with all Pass holders
- Design and implement systems needed to maintain relations with Pass holders
- Responsible for the implementation of Pass holders communications including proper acknowledgement and stewardship
- Support team and assist with special events as needed
- Other duties as assigned

#### **QUALIFICATIONS**

- Two plus years of relevant work experience, preferably in a fast paced, service oriented environment
- Strong verbal and written communications
- Keen attention to detail
- One to two years experience with Excel and Word
- Strong organizational skills
- Development experience is a plus

#### **EMPLOYMENT DATES**

April 20 – June 12, 2015