

SAN ANTONIO SYMPHONY
JOB DESCRIPTION

JOB TITLE: Development Associate: Memberships and Events Coordinator

DATE: 3/29/2018

STATUS: Exempt, Full Time

REPORTS TO: Vice President of Development

SUPERVISES: Volunteers & interns as assigned

DESCRIPTION:

The Memberships and Events Coordinator is responsible for the stewardship and cultivation of the Individual Giving programs within the San Antonio Symphony's Development Department and the coordination of events to build connections between membership groups and further engagement, patronage, contributed support, and volunteerism.

KEY JOB DUTIES AND RESPONSIBILITIES:

Memberships Coordination of the Maestro Society and Friends of the Symphony Individual Giving Programs:

Cultivate and steward donors within the Friends of the Symphony (gifts up to \$999) and the Maestro Society (mid-range gifts between \$1,000 - \$7,500) individual giving programs, and the Business Partner program, to generate \$550k in contributed revenue each season, and meet future contributed revenue growth goals through individual giving funding streams.

- Steward existing donors/members to maximize donor/member potential and ensure retention:
 - Create and ensure distribution of membership benefit packages, track and ensure benefits are met;
 - Organize and host regular donor/member appreciation events;
 - Conduct lobby duty on a regular schedule of concerts, greeting guests and maintaining donor/member connections; and
 - Produce methods to maintain regular communications with donors in the membership programs (ie. dedicated quarterly e-blast).
- Identify and cultivate new donor/member prospects:
 - Work in coordination with the Vice President of Development and the board members in prospect cultivation and stewardship activities; and
 - Prepare solicitation letters, proposals, and other donor correspondence, along with mailing lists for same.
- Manage individual donor/business partner information, cultivation and stewardship activities, gift processing, and recognition activities:
 - Capture and update all donor/partner member information;
 - Record incoming pledges, gifts, events, action and cultivation items, and notes in the donor database;
 - Maintain confidential financial and banking records of electronic and physical files;
 - Send out pledge reminders in a timely manner;
 - Manage system for sending thank you notes, including coordination with board, volunteers and musicians, and acknowledgments of gifts; and
 - Maintain accurate donor/business partner listings and ads for inclusion in the program book.
- Other duties as assigned by the Vice President of Development.

Event Coordination: Coordinate events that engage various donor and patron communities to build and strengthen further organizational support through contributed and earned revenue streams.

- In collaboration with the Vice President of Development develop strategic connections between the Symphony Business Partners and Individual Giving members through coordination of events:
 - Manage aspects of event logistics such as venue reservations, catering, parking and transportation options, and other event details;

- Create and send invitations to individual donor groups and provide templates to be used by other development team members to invite constituents;
- Manage invitation and RSVP lists;
- In conjunction with the Vice President of Development, coordinate staffing of events; and
- Conduct follow-up activities to enhance donor retention and cultivation efforts.

Development Team Activities

- Plan and execute development plan with Vice President of Development;
- Provide the Vice President of Development administrative support; and
- Other duties as assigned by the Vice President of Development.

REQUIRED QUALIFICATIONS:

- At least 2 years of relevant development experience, preferably in an arts related field;
- Ability to present one's self in a professional manner representative of a high-profile, highly professional, performing arts organization;
- Excellent written and oral communications skills;
- Self-motivated with the ability to work well under pressure;
- Ability to work independently and as a self-starter, as well as a team member;
- Strong communication skills for both internal and external audiences;
- Highly organized with the capacity to handle multiple tasks and deadlines;
- Project management experience with a strong ability to prioritize multiple tasks;
- Attention to detail and a commitment to maintaining accurate, confidential donor records;
- Knowledge of gift processing requirements;
- Computer proficiency in Microsoft Office, including Word and Excel, some Access experience preferred;
- Experience with Raiser's Edge or similar CRM system with an ability to conduct database queries and generate develop data reports at an intermediate level.

PREFERRED QUALIFICATIONS:

- 3-4 years of relevant development experience;
- BA/BS degree;
- Understanding of the performing arts environment, demands of the industry and unique development activities associated within an arts organization; and
- Passion for the arts, in particular music performance, and the importance of the arts in communities.

WORK SCHEDULE: The Memberships and Events Coordinator is full time position; regular work hours are M-F, 9:00am -5:00pm with occasional night and weekend hours. During high activity periods, overtime hours may be required.

SALARY RANGE: commensurate with qualifications and experience.

The San Antonio Symphony offers full-time employees a benefit package including 100% paid base health, life and long-term disability insurance, with optional dental/vision and matching 403(b) retirement.

Application Deadline: Open until filled.

Please send cover letter, resume, three references, and salary requirements to Annette Paulin, Vice President of Development, at paulina@sasymphony.org using "Individual Giving and Database Manager" in the e-mail subject box.

No calls please.