



Job Title: Development Associate
Reports to: Chief Development Officer
Classification: Regular Full-time Salaried Non-Exempt
Employment is At-Will – either the employee or the employer may terminate the employment relationship at any time, for any reason, with or without notice.

About The Phoenix Symphony:

It's an exciting time to join The Phoenix Symphony as our organization rapidly approaches its benchmark 75th Anniversary Season in 2021-22. As one of the greater Phoenix area's largest and most iconic cultural institutions, we seek dynamic, outgoing, goal-oriented team members to join our Development Department and help propel the Symphony into its next phase of artistic and organizational growth. Please see the position description for more information and instructions on how to apply.

Purpose of the Position: To support the essential functions of the Development Department and collaborate with department colleagues and staff from Patron Services, Marketing, and Finance Departments to provide a positive engagement experience with donors.

Supervisory Responsibility: Not applicable to this position.

Essential Functions: With or without reasonable accommodation, and under general supervision, an employee must be able to perform the essential functions of this position, which include:

- Solicits, cultivates, and stewards a portfolio of donors who make annual gifts ranging between \$100 and \$999
- Engages with donors via phone, in-person and email
- Processes contributions and generates donor acknowledgements
- Creates data reports in paper and electronic formats
- Maintains database
- Provides meeting and other administrative support

General Duties:

- Answers phone calls and emails received through the Development Department's general number and email; and directs donor inquiries to the correct person or resolves the donor's question or need in a timely manner
- Opens, distributes and processes mail on a daily basis or as directed
- Scans and makes copies of accompanying gift paperwork as necessary for accurate gift entry, record-keeping and audit purposes
- Enters all contributions into Tessitura database in an accurate and timely manner

- Merges and prints gift acknowledgment letters in a timely manner; makes copies of thank you letters as appropriate
- Files all documentation and acknowledgment letters in donor files and/or in electronic files located on the Symphony's shared drives
- Maintains and updates Tessitura database with accurate address, phone and email information, current and past contributions, obituaries, biographical information, call reports and contacts made by development officers
- Regularly reviews obituaries and updates records as necessary
- Generates monthly renewal letters and reminders
- Prepares lists and reports from Tessitura, with emphasis on automation
- Provides Finance Department with batch, donation and reconciliation reports on a weekly basis
- Assists with the planning and execution of special events and fundraising galas
- Attends Phoenix Symphony performances throughout the season
- Performs concert duty responsibilities including Donor Society Lounge set-up, tear-down and attendee stewardship
- Manages inventory of department collateral, stationery and gift materials
- Works collaboratively with Tessitura Specialist to develop standard operating procedures for data entry and database management
- Performs other duties as assigned

The Essential Functions and General Duties listed are representative, not exhaustive; some may be added, deleted, and/or modified, as organizational needs change.

Qualifications

Knowledge, Skills, and Abilities:

- Working knowledge and understanding of sales and/or fundraising principles and practices, customer relationship management, moves management
- Ability to use database software programs required, i.e., Tessitura, Raiser's Edge, Salesforce or other CRM software
- Proven ability to engage and interact with a wide variety of people at various levels of responsibility within a company, foundation or institution
- Skills to maintain a strong customer service orientation
- Demonstrated ability to streamline tasks, maximize efficiency without sacrificing attention to detail
- Ability to type with speed and accuracy as well as excellent proofing skills
- Ability to manage multiple priorities, work under pressure, and demonstrate a high degree of professionalism, integrity, and loyalty
- Exceptional phone, written, presentation and public speaking skills
- Willingness to work as part of a cross departmental team with an ability to work collaboratively with internal team members for the purposes of achieving goals/objectives
- Ability to take ownership of projects and, with minimal supervision, shepherding them from concept to successful completion
- Self-starter and deadline driven

Overall Level of Knowledge Required: General Knowledge

Computer Skills:

- Intermediate to advanced skill level using Microsoft Office Suite with emphasis on Word, PowerPoint and Excel programs desired
- General knowledge of Microsoft Outlook features (specifically the electronic calendar feature) required
- Basic knowledge of fundraising database and/or customer relation management software programs (Tessitura, Raiser's Edge or Salesforce)

The desired list of Knowledge, Skills, and Abilities is representative, not exhaustive; some may be added, deleted, and/or modified, as organizational needs change.

Experience: Minimum of two (2) years' professional experience:

- In fundraising or administrative assistant roles
- In using fundraising database and/or customer relation management software programs (Tessitura, Raiser's Edge or Salesforce) a plus

Education:

- Bachelor's Degree in Business, Marketing, Finance, Non-Profit Management, or related field required

Any equivalent combination of skills, education, and experience will be considered

Certificates, Licenses, Registrations:

- Ability to possess and maintain a valid driver's license

Working Conditions/Physical Demands:

- Ability to make frequent telephone calls and routine in-person visits to donors and prospects
- Ability to utilize computer keyboard (typing) and sit for extended periods of the work day
- Must be able to lift and carry 25 pounds when transporting supplies and assisting constituents; occasional hands-on participation with event set-up is required
- May be required to perform tasks at varying heights (i.e., step ladders, stools, stairs, etc.)
- Ability to standing for long periods of time; 25% or more of the workday may be spent standing on feet
- Ability to reach, stoop, grasp, grab, et cetera
- Ability to drive

The description of Working Conditions and Physical Demands is representative, not exhaustive; some may be added, deleted, and/or modified, as organizational needs change.

Compensation:

Salary will be commensurate with experience.

Benefits:

The Phoenix Symphony offers employees generous paid personal time off (PTO); paid holidays; health, dental, and vision insurance; short- and long-term disability; and group life insurance. Employees may also opt to participate in a retirement program.

How to Apply:

Interested and qualified persons should submit the following for consideration:

- Cover letter that includes specific and verifiable grant awards and successes
- Resume
- Three (3) professional references

Submit your application materials in Word or PDF format by electronic mail only to:

Gine Flury

Director of Human Resources

gflury@phoenixsymphony.org

The Phoenix Symphony staff are working remotely. Mailed submissions may not be received in a timely manner.

NO PHONE CALLS PLEASE

The Phoenix Symphony is an Equal Opportunity Employer. We celebrate diversity and persons of all backgrounds are encouraged to apply. All qualified applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or other non-merit factor.