



Development Operations Coordinator

Colorado Symphony Association (CSA) | Job Description

Title: Development Operations Coordinator
Department: Development
Reports To: Senior Director of Development
Classification: Full Time, Hourly, non-exempt

Position Profile

The **Development Operations Coordinator** is responsible for executing development department stewardship activities, managing the cleanliness of organizational CRM donor data; and providing administrative support for department operations.

Essential Duties and Responsibilities

Donor Stewardship

- Oversee the management of all inquiries sent to giving@coloradosymphony.org, ensuring timely and appropriate responses to donor requests.
- Support donor and sponsor recognition with Development Services and Support Senior Manager including donor program listings in soundings, weekly lobby plaque, donor recognition concert information, and online donor listings.
- Support gift receipt stewardship including the distribution of call lists, donor acknowledgement letters, following up with callers, and distributing donor thank you letter assignments.

Database Operations

- Ensure donor records in Tessitura are accurate and up to date through the completion of multiple data-hygiene projects.
- Facilitate the entry of donor plan steps for the Major Gifts team members.
- Work with Development Services and Senior Support Manager on event invitation and communication lists using Tessitura database.
- Assist with the distribution of campaign materials for donor renewals and annual fund solicitations.
- Assist in the qualification and prospecting process to identify potential donors.
- Secondary gift-entry personnel.

Department Administration

- Manage Development Event calendar on SharePoint Master calendar on behalf of the Development department.
- Support Development Department meetings including collecting agenda items, distributing agendas, recording, and distributing minutes.
- Manage Development Department "General Giving" email inboxes and calls, distributing follow up calls and emails to appropriate staff members as needed.
- Manage invoicing for sponsorship and membership pledges, including reporting on receivable status for Corporate Partners, Major Gifts, Interest Groups/Societies, and the Annual Gala.
- Represent the CSA and interact with all levels of the organization and donors.
- Work concerts and events as needed to support stewardship of existing donors, partners, and prospects.

The duties listed above should not be considered all-inclusive. The person in this position is expected to perform other work-related duties as assigned, even though they may not be considered primary duties

Qualifications and Capabilities

Required:

- 1-2 years of experience in non-profit fundraising and/or event management environment, preferably in the arts or related field.
- Ability to function in a fast-paced, team-oriented, constantly changing environment.
- Demonstrate superior organization skills, attention to detail, the ability to meet deadlines.
- Previous experience with Tessitura database and/or other customer relationship management software.
- Knowledge of fundraising practices.
- Proficient in Microsoft Suite of programs, including Outlook, Excel, Word, SharePoint, and Teams.
- Effective communication and interpersonal skills.
- Availability on evenings and weekends for event support.

Preferred

- Bachelor's degree in arts administration, Arts Management, Non-Profit Management, or similar field.
- A background and/or interest in symphonic music.
- Excellent critical thinking, strategic planning, and problem-solving skills.

Compensation and Benefits

- Full Time non-exempt position with pay of **\$23 - \$25 per hour** commensurate with qualifications and experience. The CSA offers a competitive salary and provides excellent benefits to all full-time employees including:
 - Health insurance – three options to choose from (PPO Base, High Deductible (both 100% employer paid for employee only), or Buy-Up); all at low cost to the employee;
 - Dental, Vision, Voluntary Life/Accident/Critical Illness/Hospital Indemnity, and Identity Theft Insurance;
 - Short-Term and Long-Term Disability Insurance, 100% Employer paid;
 - Paid Family and Medical Leave Insurance, 50% Employer paid;
 - Health Savings Account and Flexible Spending Accounts, including Medical and Dependent Care, Employee Assistance Program, and Personal Loan Program;
 - Paid time off - vacation, sick leave, seven National holidays, and five floating holidays;
 - A 403(b) plan;
 - Discounted tickets to CSA concerts;
 - Work from home flexibility

How to Apply

Submit a cover letter and resume to jobs@coloradosymphony.org. Please put **Development Operations Coordinator** in the subject line of your e-mail. No phone calls please.

The Colorado Symphony Association an Equal Opportunity Employer.