

Development Data Associate

Position Summary:

The position is primarily responsible for managing Development department Tessitura database operations and analysis and provides technical support to the department staff as needed. Furthermore, the role of the Development Data Associate is to oversee prospect and portfolio management, help to maintain integrity of donor and contributed income financial records, and to create analytical reports for department staff to track progress toward annual goals.

Primary Responsibilities:

- Support department planning process and tracking for contributed income budget, projections, and donor pipelines
- Work closely with finance department to align and integrate contributed income funds with general ledger accounting and reporting
- Support development staff in tracking stewardship efforts of existing and prospective donors. Work with Associate Vice President of Development and Director of Data Analysis to manage stewardship steps in Tessitura and report on completed stewardship actions
- Maintains and updates fundraising contributions pipelines
- Administer systems for prospecting, research and pipeline development
- Support Associate Vice President of Development in tracking and reporting on donor contact and solicitation rates and other departmental metrics
- Support department staff as appropriate to enhance their ability to execute effective reports, achieve team and individual goals, and develop best practices

Additional Responsibilities:

- Serves as a development department representative on Pacific Symphony's Tessitura User Group and as a department liaison to larger Tessitura consortium
- Assist gift officers in creating pledge agreement documents, working with Development officers and finance
- Prepare comprehensive donor contribution histories for gift officers as requested
- Fulfill staff requests for data, lists, and reports as needed, and identify areas where training may be appropriate
- Track donor benefits by membership level when earned and fulfilled to ensure donors are receiving their membership benefits. Produce invitation and mailing lists for donor benefits
- Serves as back-up gift processor when primary gift processor is out of the office. Process gifts once per week to maintain skills
- Provide back-up phone assistance to reception as needed
- Represent Pacific Symphony at special events as necessary (including annual Gala)

Skills and Attributes:

- Strong multitasking and organizational skills
- Ability to meet deadlines
- Strong written and verbal communication skills
- Mastery of Microsoft Word and Excel (pivot table experience preferred)
- Experience with customer relationship management software preferred; experience with Tessitura database a plus
- Experience in development/fundraising environment preferred

Personal Attributes:

- High level of professionalism and discretion with confidential information
- Strong work ethic and attention to detail
- Strong time management capabilities
- Ability to manage expectations, prioritize effectively and collaborate with others
- Self-motivated and able to perform duties with minimal supervision

Status: Full-time, Non-exempt

Reports To: Associate VP of Development

Application Procedure: Please email cover letter and resume to:

Megan Malone-Franklin, Tessitura Applications Specialist:

MMalone@PacificSymphony.org

ORGANIZATIONAL BACKGROUND

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsythe. It presents more than 100 concerts annually and serves 250,000 community members each year. The Symphony is nationally and internationally recognized for performance excellence, strong community engagement through education and other programming.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents a summer outdoor series at Pacific Amphitheater. Music Director Carl St.Clair is celebrating his 29th season with Pacific Symphony, while Principal Pops Conductor Richard Kaufman is celebrating his 28th season leading the Pops series.

Accomplishments in 2017-18 included a sold-out concert at Carnegie Hall, Orchestra Tour to China and the national airing of our *Ellis Island: The Dream of America Concert* on PBS Great Performances. For 27 consecutive years Pacific Symphony has balanced its budget and has no accumulated debt. It employs a staff of approximately sixty, including fourteen development professionals.

www.pacificsymphony.org