



Gift Processor

Position Summary:

The Gift Processor is an important member of Pacific Symphony's Development Department team who is responsible for accurately recording all details of donor transactions into a customer relationship management database (Tessitura) utilizing business rules defined by the Pacific Symphony.

Key Duties and Responsibilities:

- Accurately record all details of donor transactions into Tessitura database utilizing business rules defined by the Pacific Symphony including transactions such as:
 - Gift entries for pledges and pledge payments,
 - Other annual gifts, memberships, event tickets and auction items,
 - Forms of payment,
 - Donor notes and comments.
- Process multiple forms of gift payments including checks, credit cards, cash and gifts of stock.
- Generate acknowledgement letters to donors.
- Generate Daily Gift Report.
- Generate and distribute invoices/pledge reminders.
- Generate historical giving records from CRM database as requested.
- Adjust recording of gifts and pledges as required by Development and/or Finance Departments.
- In conjunction with appropriate Finance Department staff, accomplish quarterly reconciliation of Tessitura contribution records and Finance contribution records.
- Track year-end and matching gift appeals.

- Maintain data hygiene through constituent record management activities such as removal of duplicate records.
- Provide Tele-funding and direct mail appeal reports as directed.

QUALIFICATIONS

- Must be detail oriented, well-organized and possess a demonstrated ability to prioritize.
- Must be able to multi-task while maintaining a goal- and results-oriented focus.
- Must be able to meet established deadlines.
- Must have experience with high-volume data entry.
- Must have flexibility to work extra hours as needed during high gift volume periods.
- Three + years' experience in an office environment, preferably in a nonprofit organization.
- Individual must have a warm and outgoing personality, outstanding telephone etiquette, and the ability to interact comfortably with major donors, Board members and other as a "representative" of the Pacific Symphony.
- Individual should be able to demonstrate personal initiative, excellent judgment and ability to learn quickly. Maturity and ability to respect confidential information are essential for success in this role.
- Must be able to work comfortably in a fast-paced environment.
- Must be highly proficient with Word, PowerPoint, Excel, and Outlook.
- Prior experience with Tessitura considered a plus.
- Knowledge of basic accounting principles and techniques will be considered a plus.

REPORTS TO: Associate Vice President of Development

STATUS: Full-time, Hourly, Non-exempt

- Must be available to work overtime for special events, or as otherwise needed.

COMPENSATION: Commensurate with experience

BENEFITS OFFERED: Pacific Symphony offers a complete health benefits package, paid vacation and sick leave, paid holidays, and a 401(k) plan.

APPLY TO: Please email cover letter and resume to:

hr@oneoc.org
714-953-5757 x113

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Pacific Symphony is an Equal Opportunity Employer.

ORGANIZATIONAL BACKGROUND

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music. The Symphony is located in Orange County, California's second most populous county, boasting a rich arts tradition strongly supported by an engaged public. The region is a major tourism area and business hub. For twenty-six consecutive years the Symphony has balanced its operating budget of nearly \$20 million and has no accumulated debt. It has eighty-eight regular members of the orchestra, and employs an administrative staff of approximately fifty.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsyte. 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 and for commissioned new works by contemporary composers. Pacific Symphony twice received prestigious ASCAP Awards for Adventuresome Programming. Pacific Symphony's Class Act elementary school enrichment program has been honored by the National Endowment for the Arts.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents an outdoor summer series at Irvine Meadows Amphitheatre. In the 2019-20 season, Music Director Carl St.Clair will be celebrating his 30th Anniversary with Pacific Symphony, while Principal Pops Conductor Richard Kaufman is celebrating his 29th season leading the Pops series.

www.PacificSymphony.org