



Job Title: Individual Giving Coordinator
Reports To: Individual Giving Manager
Status: Full-time, Non-Exempt
Supervises: N/A

About this Position

San Diego Youth Symphony's (SDYS) Individual Giving Coordinator supports SDYS' strategic initiatives designed to increase donated income through *individual* giving. They will provide leadership and coordination for SDYS' membership programs and events, concert ticketing, special ticketing initiatives for community partners, database management, donation processing, and special events. They will prioritize and balance many responsibilities in a fast-paced environment, and will be committed to our core values of commitment, creativity, equity, collaboration, and service. The Individual Giving Coordinator collaborates with the Individual Giving Manager and other staff to fulfill the following responsibilities:

Donor Relations

- Donor Appeals:
 - Support annual appeal and year-end appeal planning, development, mailing and email follow-ups.
 - Draft appeals and donation thank you letters; follow up on donation pledges.
 - Coordinate gift processing, data entry, data quality assurance, campaigns and reports in Patron Manager software platform to track outcomes and generate reports for other staff.
 - Coordinate with Business Office Coordinator to reconcile all donations as part of quarterly reporting and SDYS' annual audit.
- Stewardship:
 - Assist with development and implementation of the Stewardship Plan.
 - Create and author stewardship appeals.
 - Invite donors to events and activities as appropriate.
 - Provide patron relations to concert ticket holders.
 - Provide on-site event leadership and active participation.
- Individual Giving Strategy
 - Assist Individual Giving Manager with executing overall strategy, including membership programs, recurring giving, corporate matches, legacy planning and alternate giving modalities (e.g., text, web, etc.).

Concerts and Events

- Concerts
 - Manage ticket sales and Will Call volunteers at concerts.
 - Reconcile donation and ticket revenue with Business Operations Coor. for audit.
 - Coordinate free ticket offers to identified and vetted community organizations.
- Membership Program and Events
 - Coordinate membership, guest relations, and communications; mail invitations; coordinate RSVPs and on-site logistics; attend and welcome guests.

- Annual gala
 - Create printed materials with design elements from Graphic Design Assistant.
 - Assist with invitation mailing and guest relations; handle RSVPs and donations.
 - Provide leadership to volunteers and donor relations.
 - Participate in event planning and day-of event operations.

Technical & Creative Skills

- Familiarity or willingness to be trained and certified in Patron Manager giving platform
- Familiarity with Google Suite, Microsoft Office, and Emma email platform
- Familiarity with Adobe graphics suite
- Following brand guidelines,
 - Create written copy and basic design for flyers, emails, and other materials.
 - Update website for concerts and development events.
 - Edit and enhance photographs and other images.

Other duties as assigned by the Individual Giving Manager.

Qualifications

- 2+ years of development experience, preferably in a non-profit environment
- Excellent communication skills, both oral and written.
- Ability to communicate directly with donors and prospects; experience providing excellent customer service.
- A track record of managing multiple, competing deadlines.
- Strong sense of integrity and collaboration.
- Database and data entry experience required, preferably with Salesforce and/or PatronManager.
- College degree required.

Preferred Qualifications

- Knowledge of and experience with instrumental music.

Additional

This position requires sitting, walking, standing, climbing stairs, hearing, speaking, using technology, being able to lift up to 25 lb., and driving to locations pertaining to organizational operations. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time position with work responsibilities on weekends and/or evenings according to the season calendar.

About the San Diego Youth Symphony and Conservatory

SDYS' mission is to instill excellence in musical achievement and personal growth through rigorous and inspiring music education experiences. We do this through both our traditional youth symphony programming (Conservatory Programs), our neighborhood-centered programming (Community Programs) and early childhood music education (ChIMES) classes. For more information, please visit www.sdys.org.

Does this sound like you? If so, please email your resume and a thoughtful cover letter to hr@sdys.org.