

THE CHICAGO SYMPHONY ORCHESTRA

JOB DESCRIPTION

TITLE: Donor Engagement Manager - A

FLSA STATUS: Exempt

DEPARTMENT: Development

GENERAL SUMMARY

Reporting to the Director of Donor Engagement, the Donor Engagement Manager is responsible for working collaboratively with the Director, Development Office leadership, volunteer leadership and volunteers, and staff across the CSOA to ensure a consistent and proactive approach to engagement and recognition for all CSOA donor constituencies. This role serves as the principal staff manager for the League of the Chicago Symphony Orchestra Association and all its inherent fundraising events and stewardship activities as well as a broad range of donor-facing events and programs.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Manage day to day planning and implementation of the League volunteer group via its Executive, Administration, Areas, Education, Events, Fundraising, Membership and Strategic/Technology committees and committee chairs. Facilitate communication between League members and other staff with regard to an array of projects. Address ongoing cultural, structural and practical issues with this group. Oversee digital integration for the League membership – both day to day functionality and long-range planning efforts.
2. Manage day to day planning, implementation and fundraising for the League's fundraising events (*Fall in Love with Music*, Corporate Night and a spring fundraiser) as well as manage solicitations and strategies for the League's annual fund campaign, dues, and Tribute Fund program.
3. Manage the planning and implementation of the League's annual Musicians' Luncheon and Endowed Concert Reception events, partnering with the League event chair(s) and committees including other ancillary gatherings. Facilitate donor-artistic relations via these events.
4. Manage the day to day planning and implementation of the Salon Series, a lecture series (approximately 3 per season) the function of which encompasses both donor stewardship and expansive donor recruitment, particularly within historically underrepresented groups. Partner with audience engagement colleagues to optimize these events toward further expansion of the CSOA donor and volunteer base, demographically and otherwise. Curate and execute this series that collaborates with internal resources and external partners and organizations.
5. Manage donor-facing event logistics for both Donor/Subscriber Appreciation weeks (which is in partnership with the Marketing department) and CSO Community Concerts held at various off-site venues.
6. Build Auxiliary Volunteer program including internal and external promotion and communications, solicitation of prospects, identification of volunteer projects across the organization and facilitation of volunteer scheduling and stewardship.
7. Other duties as assigned.

CSOA is an equal opportunity employer where all qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin. We value diversity and inclusion and seek to build and maintain a community and culture that celebrates and values diverse backgrounds, identities, and perspectives. We consider equivalent combinations of experience and education for jobs, and all candidates who believe they possess equivalent experience and education are encouraged to apply.

REPORTING RELATIONSHIPS

1. Reports to the Director of Donor Engagement.
2. Other contacts include: Trustees, Donors, Volunteers, Orchestra members and Staff.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. updated 08/23

THE CHICAGO SYMPHONY ORCHESTRA JOB DESCRIPTION

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

1. Bachelor's degree.
2. A love and appreciation of music.
3. Minimum three to five years of proven experience in relationship management with volunteers and donors, donor stewardship, event planning, and budget management.
4. Must be able to handle confidential materials with discretion.
5. Strong communication and organizational skills with proficiency in attention to detail and working collaboratively with internal and external constituents.
6. Able to represent the CSOA in a professional manner both on the phone and in person with volunteers and donors.
7. Strong computer literacy including Microsoft Office, database and spreadsheet proficiency.

WORKING CONDITIONS

Pleasant office environment.

Hours include evenings and weekends with some travel to off-site venues within the Chicago metro area.