

## **THE CHICAGO SYMPHONY ORCHESTRA JOB DESCRIPTION**

**TITLE:** Donor Engagement Coordinator

**FLSA STATUS:** Non-Exempt

**DEPARTMENT:** Development

**Salary range: \$49K – \$53K; Link to Benefits Summary: <https://cso.org/benefitsstaff>**

### **GENERAL SUMMARY**

Reporting to the Director of Donor Engagement, the Donor Engagement Coordinator is responsible for producing donor events and working collaboratively with the Director, Development Office leadership, staff and musicians across the CSOA to ensure a creative, consistent and proactive approach to donor events, engagement, and stewardship.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Design and produce engagement strategies for donors to connect to the broader CSOA community. Develop and manage a high level of unique and creative content for donor events and experiences including, but not limited to, Maestro's Dinner, President's Dinner, Open Rehearsals for Donors and Backstage Tours for Donors. Engage key staff members and musicians in content research, creation and implementation.
2. Manage volunteer backstage tour guides and the CSOA backstage tour program, including identifying and training new guides, maintaining current guides, and scheduling non-donor tours upon request by external entities as well as group sales marketing staff.
3. In partnership with department gift officers, collaborate, manage, and implement projects that proactively steward donor relationships as part of the CSOA's moves management process. Develop strategy for recognition and stewardship activities for specific constituent groups such as the Theodore Thomas Society, Western Suburb Ambassadors, Civic and Negaunee Music Institute donors, annual donor consortiums, among others.
4. Manage the department video project process, specifically as it relates to Symphony Ball, including content creation, internal resources, vendors and staff teams. Be point person for department technology needs as related to donor and fundraising events.
5. As needed, collaborate with department gift officers in the planning of donor and sponsor events during CSO international and national Patrons' Tours as well as CSO international and national non-Patrons' Tours.
6. Upon request, assist donor engagement team with volunteer group administrative tasks and duties as assigned, including each volunteer groups' Sharepoint web portal.
7. Other duties as assigned by Director or Vice President of Development.

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### **REPORTING RELATIONSHIPS**

1. Reports to the Director of Donor Engagement
2. Works closely with Major Gift Officers, Donor Engagement team, and other CSOA colleagues.
3. Other contacts: Trustees, Donors, Orchestra members and vendors.

### **KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED**

1. Bachelor's degree.
2. Minimum two years of donor stewardship and event production experience.
3. Experience in video creation and use of technology.
4. Strong communication and organizational skills with proficiency in attention to detail when working with internal and external constituents.
5. Ability to work collaboratively with colleagues across the organization as well as external stakeholders.
6. Able to represent the CSOA in a professional manner both on the phone and in person with donors, volunteers and vendors.
7. Strong computer literacy including proficiency with Microsoft Office and donor databases.

### **WORKING CONDITIONS**

Pleasant office environment.

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

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