

**THE CHICAGO SYMPHONY ORCHESTRA
JOB DESCRIPTION**

TITLE: Associate Director, Donor and Development Services

Revised: April 2022

FLSA STATUS: Non-Exempt

DEPARTMENT: Development

GENERAL SUMMARY

Oversees primary donor and development services functions, including gift and acknowledgement management, donor inquiries, database maintenance, technology, financial operations, e-communications, and analytics.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Supervise timely and ongoing gift processing and acknowledgment procedures adhering to best-practices in donor relations.
2. Execute and monitor data entry procedures and policy, ongoing data hygiene initiatives address standards and list maintenance policies.
3. Ensure accurate records of donor contribution history, contact and biographical information in the database.
4. Review and maintain gift documentation, gift agreements, and financial records.
5. Manage VIP patron invoicing procedure, and oversee the general pledge reminder process.
6. Develop and maintain policies & procedures within the development and donor services that increase the level of service to donors and development staff and promote ease of access to data.
7. Coordinate with the finance department on the reconciliation of development reports and contributed revenue totals, including cash, and pledge receivables.
8. Satisfy all development documentation requests relating to organization's annual audit.
9. Assist in training development staff in new and existing technologies related to fundraising activities and take part in onboarding new Development employees.
10. Develop and maintain efficient systems for internal communication, management of projects, and file management.
11. Provide primary database support within the development office including campaign setup, report and functionality specifications, troubleshooting, and upgrade management.
12. Provide ad-hoc data extractions, lists and reports upon request.
13. Assist in the conceptualization of dynamic fundraising dashboards in the Tessitura Analytics suite.
14. Maintain detailed annual development contribution forecasting through the use of a custom screen in Tessitura, along with all related forecasting reporting.
15. Facilitate the use of data in daily fundraising and business procedures.
16. Partner with fundraisers to ensure fundraising totals are accurately reflected in reports and analysis.
17. Analyze fundraising trends and donor behavior using current and historical data, including providing reports and visualizations.
18. Provide data and technology support to fundraisers for successful solicitations.
19. Review lists and data extractions prior to mass or targeted communications.
20. Provide staffing and management of the general development phone line.
21. 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

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possess equivalent experience and education are encouraged to apply.

REPORTING RELATIONSHIPS

1. Reports to Senior Director, Development Operations and Annual Giving.
2. Manages Donor Services Coordinators.
3. Other contacts include: staff, volunteers, donors, and other external constituents.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

1. Bachelor's Degree or equivalent experience.
2. 5 years of experience working in fundraising, with a strong emphasis on gift operations or annual giving; software systems; analytics; project management; and database software.
3. Experience with complex databases is required. Experience with Tessitura is preferred.
4. Training or practical knowledge of accounting principles is preferred.
5. Background in managing complex projects to successful conclusion.

WORKING CONDITIONS

Pleasant office environment.