

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

**TITLE:** Donor Services Coordinator  
**FLSA STATUS:** Non-Exempt  
**DEPARTMENT:** Development

Reviewed: 06/2025

**Salary range: \$38K – \$44K; Link to Benefits Summary: <https://cso.org/benefitsftstaff>**

### **GENERAL SUMMARY**

Donor Services Coordinators have a wide variety of responsibilities. These include, but are not limited to, coordinating the CSO's acknowledgement and receipt operations, accurate and timely entry of biographic and gift data in the CSO's customer relationship database, and customer service issues as related to donors. As members of the Development Operations team, the Donor Services Coordinators will provide a high quality of service to CSO donors through ongoing stewardship of records and contact with donors, volunteers and staff.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Administers existing policy for gift and pledge entry and maintenance in Tessitura, the CSO database.
2. Records gifts and pledges to the CSO, including endowment, tribute, and stock transactions.
3. Maintains and documents daily professional contact with CSO donors regarding general inquiries, donations, acknowledgements, requests for tax information, benefit fulfillment, and other issues.
4. Coordinates pledge billing schedules and reminders and automatic billing including timely follow-up with donors regarding bad or expired credit cards on file.
5. Executes and streamlines acknowledgement and receipt procedures, ensuring donors receive timely and accurate follow-up from the CSO in response to their donations.
6. Responsible for ensuring accurate and timely modifications to the database.
7. Ensures that appropriate information is supplied to finance for posting to the general ledger and assists with reconciliation procedures.
8. Runs and reviews daily gift and other department reports.
9. Provides general project assistance to the Associate Director of Donor and Development services and other members of the fundraising staff.
10. Assists the Associate Director of Donor and Development Services with yearly audit requirements.
11. Assists with tasks pertaining to institutional data integrity, including identification and implementation of ongoing data integrity projects within Tessitura.
12. Creates and sends emails related to Development events, newsletters, etc.
13. 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 Associate Director of Donor and Development Services.
2. Other contacts include staff, volunteers and donors.

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

1. Must have a desire to learn new skills and to work collaboratively within a team environment.
2. 1-2 years of work experience. Customer service and/or data entry experience a plus.
3. Strong familiarity with Microsoft Office applications.

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.

**THE CHICAGO SYMPHONY ORCHESTRA ASSOCIATION**  
**JOB DESCRIPTION**

4. The ability to interact with donors, high level management and other staff members in a patient and courteous manner.
5. The ability to learn and problem solve quickly.
6. Strong attention to detail.
7. Strong organizational skills.

**WORKING CONDITIONS**

Pleasant office environment.

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.