THE CHICAGO SYMPHONY ORCHESTRA
JOB DESCRIPTION

TITLE: Donor Engagement Coordinator

FLSA STATUS: Non Exempt

DEPARTMENT: Development

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 (includes management of volunteer tour guides). Engage key staff members and musicians in content research, creation and implementation.

2. 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 among others.

3. Manage the department video project process, including content creation, internal resources, vendors and staff teams. Be point person for department technology needs as related to donor and fundraising events.

4. 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.

5. Assist Associate Director of Donor Engagement with events for current and future Sempre Always campaign donors, such as the (non-annual) Lifetime Donor Dinner which honours those donors whose cumulative giving exceeds $1M.

6. Assist donor engagement team with volunteer group administrative tasks and duties as assigned, including the management of each groups’ SharePoint web portal.

7. Send monthly birthday cards on behalf of the development department, including any specialized cards required throughout the season.

8. Other duties as assigned by Director or Vice President of Development.

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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. 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 four 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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