

Position: Database and Development Administrator

Status: Full time, exempt

Reports to: Development Director

Job Purpose

The Database and Development Administrator serves as the administrative and data management backbone for the Development Team, including the Annual Fund and Institutional Giving Manager and Development Director, and the organization as a whole. On the database side, s/he manages and maintains the Symphony's Salesforce database, from data entry to reporting, and from creating protocols to in-depth system customization. On the development side, s/he coordinates the acknowledgement process, small special events, and volunteers, and attends all concerts as a representative of the Development Department. S/he is also a major collaborator with the entire Symphony staff to create an amazing patron experience!

Please Send Cover Letter, Resume, Writing Sample, and Salary History to:

Leslie Fay Marks, Development Director

lmarks@oebs.org

Subject Line: Application: Database and Development Administrator

Job Duties

Database Administration

- Lead the creation, documentation, and maintenance of strong database protocols
- Lead the maintenance, updating, and merging of all records, contact information, event registrations, and other important information
- Set up or assist with the set up of all users, campaigns, and reports, including in-depth analyses of trends and results in marketing and development
- Create and install database tools, Salesforce apps, dashboards, and reports
- Provide training and advice to users, including leading the weekly Development Tech Forum
- Fulfill organization-wide requests for Salesforce reports and analyses
- Work directly with PatronManager to coordinate set up of online donation and sign-up forms
- Convert, manipulate, and upload data to Salesforce

Gift Processing, Reporting, and Acknowledgements

- Record all donations in Salesforce, including cash donations, pledges, in-kind donations, special event ticket sales, and auction purchases
- Qualify online donations
- Process credit card payments
- Manage the acknowledgement process for all gifts
 - Maintain acknowledgement timing of 72 hours or less
- Coordinate Gifts of Note for board member acknowledgement
- Coordinate mailing of donor benefits packets to all donors every Fall, and the fulfillment of individual donor benefits throughout the year
- Generate contributed income reports and reconcile with the Finance Department monthly
- Build and run donor reports
- Generate lists for uses throughout the year, including direct mail, email, and program books

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- Maintain and update in-kind donor and volunteer listings in all program books
- Customer service for all patrons via phone, email, and in person

Special Events

- Attend all special events
- Manage, organize and run all post-concert receptions (at least five annually)
- Create physical and electronic invitations for most special events
- Manage responses and reminders via phone, email and in-person meetings
- Coordinate and schedule volunteers for a variety of tasks
- Solicit in-kind donations for a variety of purposes

Corporate Giving

- Coordinate the fulfillment of sponsorship benefits

Marketing and Box Office

- Update, maintain, and manage lists for mailings, telemarketing, and subscription renewal
- Manage data for subscription renewal process

Miscellaneous

- Work all concerts, coordinating any volunteer activities (particularly Fundraising Night Concert) and setting up the post-concert reception
- Serve as administrative coordinator for the Development Committee
 - Revise minutes and send to committee members
 - Send meeting reminders and coordinate RSVPs
- Coordinate creation and distribution of the Symphony's eNewsletter, *ellegro*
- Some night and weekend work required
- Other projects and tasks as assigned

Skills and Qualities

- Strong computer skills required
 - Knowledge and proficiency with donor databases required (Salesforce preferred)
 - Proficiency in the Microsoft Office Suite and the Google Suite required
 - Some coding skills preferred
- Strong writing skills
- Proactive team player
- Organized and efficient
- Creative