



## Database and Development Administrator

Oakland Symphony seeks an enthusiastic, committed individual to help harness the power of data to build meaningful connections with members of the Symphony community. Oakland Symphony has been strategically strengthening and customizing our current customer relationship management system (PatronManager on the Salesforce platform). The person in this position will continue that work, developing even better ways to make a top-notch customer experience, as well as assist with basic development team needs.

**Job title:** Database and Development Administrator

**Area of focus:** The Database and Development Administrator serves as the administrative and data management backbone for the Development Team, including the Development Manager, Special Events Coordinator, 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 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!

**Reporting Structure:** Reports to Development Director as part of development team (along with Development Manager and Special Events Coordinator).

**Job type:** Full-time, Exempt

**Duties and responsibilities:**

*Database Administration*

- **Develop creative ways to utilize and enhance our current data to provide a top-notch customer experience, including subscriber and donor benefits, surprise and delight experiences, and customized and automated communications**
- Lead the creation, documentation, and maintenance of 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 setup 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
- Fulfill organization-wide requests for Salesforce reports and analyses (Marketing, Finance, Development, Youth Orchestra, Chorus)
  - Includes contact lists for uses throughout the year, including direct mail, email, and program books
- Work directly with PatronManager to coordinate setup of online 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 mailing of donor benefits packets to all donors every Fall, and the fulfillment of individual donor benefits throughout the year
- Reconcile with the Finance Department monthly
- Maintain and update in-kind donor and volunteer listings in all program books
- Provide customer service for all patrons via phone, email, and in person

#### *Marketing and Box Office*

- Update, maintain, and manage lists for mailings, telemarketing, and subscription renewal
- Manage data for subscription renewal process
- Work with Marketing Team to coordinate creation and distribution of the Symphony's eNewsletter, *ellegro*

#### *Special Events*

- Attend all special events
- Recruit, coordinate, and schedule volunteers for a variety of tasks
- Manage auction and attendee database (Greater Giving) for Oakland Symphony Ball and Oakland Symphony Youth Orchestra Night Out

#### *Miscellaneous*

- Work all concerts, coordinating any volunteer activities
- Some night and weekend work required
- Other projects and tasks as assigned

**Requirements:** Qualified candidates for this position will have at least 1-2 years of development experience. Strong computer skills are required, with knowledge and proficiency with donor CRM systems (Salesforce preferred), and proficiency in the Microsoft Office Suite and the Google Suite. Some coding skills (Apex) preferred. Candidates should be organized, efficient, and proactive in creating innovative solutions to issues. Team player mentality is a must! Occasional work on evenings and weekends expected.

**Benefits offered:** Full-time exempt position. Salary dependant on experience. All benefits outlined in the [2014 Personnel Manual](#) apply.

To apply, please submit a cover letter and resume, along with any salary expectations and list of references to: **Leslie Fay Marks**, Development Director, at [lmarks@oaklandsymphony.org](mailto:lmarks@oaklandsymphony.org).