

Chattanooga Symphony and Opera
Job Description
Development and Special Events Manager

Summary

Job Title:	Development and Special Events Manager
Department:	Development
Reports To:	Executive Director
Hours:	Full-Time Salaried Position, includes some nights/weekends
Salary:	Mid-30k's, depending on experience

Basic Function: The Development and Special Events will manage and lead the annual fund campaigns, corporate and foundation support, and manage all development-related special events. The Development and Special Events Manager must be a strong strategic thinker who is detail-oriented, can work on several projects at one time, as well as engage with donors and supporters.

Primary Duties and Responsibilities

Annual Fund:

- Create annual fund campaign plan, strategy, and messaging in collaboration with the Executive Director, and ensure that it is executed according to schedule.
- Create and coordinate all annual fund solicitation mailings.
- Create and send all annual gift acknowledgements as well as ensuring all donor benefits are administered.
- Handle gift entry and reporting.
- Pull annual fund listings for all program books and annual report recognition.
- Be the liaison with donors for any issues.

Corporate and Foundation Support:

- Work with all season, event, and education sponsors to ensure benefits are correctly administered and appropriate recognition is given.
- Seek out new corporate and foundation supporters with the assistance of the Board of Directors External Affairs committee.
- Lead all grant-writing activities for Foundation and other Grant support, including research and follow-up reporting.
- Create corporate and foundation support listings for all program books and annual report recognition.
- Solicit and manage all program book advertisers, and coordinate ad buys with Marketing Manager.

Special Events:

- Oversee all planning and implementation of UnCorked (or other major fundraising events), including restaurant and vendor solicitation, sponsor solicitation, set-up, volunteers, etc.
- Maintain all special event budgets and ensure costs are within the allotted budget.
- Create and implement all planning for donor events, dinners, open rehearsals, etc. including catering, venue rental, bartending services, etc.

Miscellaneous:

- Manage development department bills and invoices that pertain to manager's work scope.
- Act as Manager on Duty at several concerts and CSO events.
- Attend executive committee and board meetings to report on activities.
- Staff the External Affairs committee alongside Marketing Manager.
- Assist in Box Office as needed for patron ticket sales and phone coverage.
- Create development reports for internal use and for Board of Directors.

The duties listed above are not all inclusive. The person in this position is expected to perform other work-related duties as assigned even though they may not be considered primary duties.

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Work Requirements and Qualifications

Education: Bachelor's degree preferred. Business, Liberal Arts, Non-profit administration, Arts Administration, Communications degrees preferred.

Experience: Three to five years of experience in a development, non-profit, or fundraising environment. Prior database management experience preferred.

Knowledge, Skills and Abilities: Requires strong computer skills, 10-key, typing, and phone skills. Strong skills are required in data analysis and reporting, as well as outstanding written and verbal communication, analytical, and supervisory skills. An ability to problem-solve and think quickly on one's feet and deal with a variety of different personalities and situations while conducting duties in a positive, professional manner in the best interest of the CSO. Must provide excellent service to patrons, donors, and supporters.

Successful candidates will have a record of success in completing goals on-time and be flexible, adaptable, and comfortable working in an ever-changing environment, offer the ability to multi-task, and possess strong supervisory and leadership skills including the ability to motivate volunteers to produce quality work.

Equipment to be Used: Standard office environment including phone, computer and printers, Microsoft Office Suite. Currently the CSO uses Patron Manager CRM, which operates on a Salesforce platform. Additional components may include iPad or Android tablets, laptop computers, ticket printers, and ticket scanners.

Physical Demands: Ability to spend up to three hours on your feet with no break and some occasional lifting of 25+ pounds.

Benefits include 50% paid premium on group insurance, dental, long-term disability, and a 403(b) contribution. Vacation, holiday, and sick days are also available.

Send cover letter, resume, and any salary requirements to steter@chattanoogasympphony.org by March 29, 2018. No phone calls, please.

About the CSO

The mission of the Chattanooga Symphony & Opera is to inspire, engage, and enrich the greater Chattanooga community through music and music education.

The 2017/18 season marks 85 seasons for the CSO, which played its first concert on November 5, 1933. The CSO, conducted by Music Director Kayoko Dan, consists of top players from the Chattanooga area as well as from across the southern region. The CSO performs a full season of Masterworks, Pops, and Chamber concerts from September through May, special events such as fully-staged opera, as well as a variety of community, education and engagement events throughout the year.