

Chattanooga Symphony & Opera
Job Description
Director of Development

Summary

Job Title: Director of Development
Department: Development
Reports To: Executive Director
Salary: \$60K - \$65K
Hours: Full-Time Exempt Salaried Position, includes some nights/weekends

Basic Function: The Director of Development will manage and lead annual fund campaigns, corporate and foundation support, and manage all development-related special events. The Director of Development must be a strong strategic thinker who is detail-oriented, can work on several projects at one time, has experience and success running successful fundraising campaigns, and has the personality and aptitude to build strong relationships with donors, funders, and other stakeholders.

Primary Duties and Responsibilities

Development Department and Annual Fund:

- Create and manage annual development plan dictating campaign schedules, goals, marketing touchpoints, and metrics for success.
- 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 and follow-up correspondence.
- Manage gift entry and reporting. Maintain donor database records and reports.
- Manage gift acknowledgments and donor benefits.
- Maintain listings for all program books, digital programs, and other recognition.
- Maintain list of donors to steward and direct stewardship activities using musicians, board members, and staff.
- Act as the primary point of contact for donors and sponsors, including for troubleshooting and complaints.
- Manage the Marketing/Development Coordinator.

Corporate and Foundation Support:

- Solicit, obtain, and work with all series, event, and education sponsors. 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.
- Facilitate grant-writing activities for foundation and other grant support managed by the Chief of Staff.
- Create corporate and foundation support listings for all program books and annual report recognition.

- Support the Director of Marketing in soliciting and managing CSO program book advertisement sales.

Special Events:

- Oversee all planning and implementation of all fundraising events and donor stewardship events.
- Create invitations and mailing lists for all events. Manage schedule for issuing invitations.
- Maintain all special event budgets and ensure costs are within the allotted budget.

Board Stewardship:

- Create and manage board stewardship plan each season.
- Attend board meetings to report on activities.
- Act as staff liaison for the Development Committee. Schedule Development Committee meetings, set agendas and action items, and lead committee activities.
- Train new board members on the board's donor cultivation role. Mobilize board members for fundraising purposes at concerts and beyond.

Miscellaneous:

- Set and maintain the development department budget and ensure all costs are within the allotted budget.
- Manage development department bills and invoices. Review and code financial reports for contributed income.
- Coordinate with the Director of Marketing on development-related materials and correspondence.
- Act as Manager on Duty at several concerts and CSO events.
- Assist in Box Office as needed for patron ticket sales and phone coverage.
- Create development reports for internal use and for the 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.

Work Requirements and Qualifications

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

Experience: Minimum five years of experience working in nonprofit development departments. Prior database management experience preferred. Previous experience managing an annual giving program and a development department strongly preferred. Grant writing experience preferred.

Knowledge, Skills and Abilities:

- Strong computer and phone skills, especially in using Excel, mail merge, and Google Workspace. Independent technical problem-solving skills and ability to troubleshoot most technology issues without assistance.
- Strong skills required in data analysis and reporting, as well as outstanding written and verbal communication.
- Quick thinking and problem-solving, especially under pressure. Positive and professional manner when handling different personalities and challenges.
- 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. Candidates will have 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, printers, and Google Workspace. Additional components may include iPad or Android tablets, laptop computers, ticket printers, and ticket scanners. While not expected to be an IT expert, candidate must be comfortable seeking solutions for their own basic technical problems without help, and know when to escalate issues to the CSO's outsourced IT provider.

Physical Demands: Ability to spend up to three hours on one's feet and some occasional lifting of 25+ pounds.

Benefits: healthcare stipend, employer 403(b) contributions. Flexible time, paid vacation, holiday, and sick days available.

Send cover letter and resume to hire@chattanoogasympphony.org. Start date is negotiable. No phone calls, please.