

**POSITION DESCRIPTION  
DEVELOPMENT COORDINATOR**

**Reports to:** Development Director

**Supervises:** N/A

**Works with:** Development Staff (60%), Other Staff (20%), Volunteers (10%), Interface with Public (10%)

<b>Department:</b>	Development
<b>Exempt Status:</b>	Non-Exempt
<b>Position Status:</b>	Full Time

**ABOUT THE POSITION / GENERAL SUMMARY**

The Development Coordinator (DC) is the primary internal staff member for Development, managing both day-to-day operations of the department and acting as the primary liaison between the department and the rest of the organization. Through a combination of tactical and relationship-based priorities, the DC ensures Development can do their job by getting data where it needs to be, managing schedules and keeping personnel and constituents appropriately engaged. This role is the duct tape and WD-40 of the department, and through this work, helps ensure the success of the Development Department and entire Spokane Symphony | Fox Theater institution.

The DC reports to the Development Director and is charged with database hygiene, daily gift entry and data processing, gift acknowledgements, and building and maintaining the overall database architecture. Additionally, all scheduling and calendar management for Development activities goes through this position, in collaboration with other departments.

The role of DC extends well beyond the office, as the person in this role will be expected to attend assigned concerts and other external functions; a willingness to work demanding hours and often work evenings and weekends is an absolute must. An element of hospitality and customer service is expected in this role.

Curiosity, insightfulness and synthesis are key values we expect of every staff member, and in this role, those traits, expressed around donor motivations, will serve us well. A drive to understand constituent motivations, customer journey mapping, and an ability use quantitative analysis to tell stories is an absolute must. In this role, we want someone who is capable of getting daily work done on time and with the precision of a Swiss watch, and someone for whom building data dashboards and seeking out best practices from other organizations is second nature. We want a doer and a thinker, and someone who is detail oriented and able to identify patterns and use them to develop donor pathways.

While we are able to provide training around our specific CRM, the right candidate will have a working knowledge of CRMs in general.

**TRAITS OF THE SUCCESSFUL CANDIDATE:**

The following are the tenets that this position necessitates:

1. thought partnership
2. follow-through and inextinguishable focus on execution
3. outstanding professionalism including poise and finesse, and a will to engage effectively with a wide range of constituents with agility, deftness and grace
4. outstanding communication skills, both verbal and written
5. ability to simultaneously handle multiple projects
6. ability to problem solve and find solutions; self-reliance
7. speed of thought, speed of action, speed of results
8. accuracy and precision
9. growth mentality: curiosity, insightfulness, and synthesis

10. self-awareness, unimpeachable character, and management of oneself

*Our staff not only upholds these standards but helps to engender an organizational culture which authentically embodies them. Finally, we believe that trustworthiness, adaptability, and empathy, combined with intellectual curiosity, synthesis, and insight are the keys to success.*

## **WORK OF THE DEPARTMENT**

### **Big Picture**

1. Raise approximately \$2MM per year of contributed income
2. Create and maintain exemplary rapport with individual donors, board members, musicians, staff and the public
3. Forecast and resolve issues before they exist
4. Ensure accurate, timely, and prioritized flow of information
5. Humility and Constant Improvement are key
6. Build time to reflect on what is working and what is not, and adjust

### **Creating the Atmosphere**

1. Build and maintain a respectful and positive environment for the staff within the department, fostering and encouraging open communication between individuals in the department and the staff in general, and reinforcing institutional goals and values

### **The Details**

1. Actively work to create and maintain an environment of precision, detail and focus to support the department
2. Ensure smooth operation of all development activities, including communicating and coordinating as needed with other administrative staff, vendors, donors, and the public
3. Prepare contracts for Sponsors; actively manage sponsor relationships and ensure compliance with donor benefits
4. Contribute to budgeting process as required on both an annual, and project basis
5. Support and carry out other tasks as required including, but not limited to research and strategic initiatives

## **SPECIFIC ROLES AND RESPONSIBILITIES OF THE POSITION**

### **Gift management and processing**

- Manage and input incoming data on a daily basis
- Gift entry
- Records management
- Gift Acknowledgments
- Event planning of donor functions
- Work with Box Office to develop and maintain Standard Operating Protocols for inter-departmental handling of common

### **System management and analysis**

- Tessitura monthly gift records
- Dash Boards
- Weekly break down of contributed income
- Internal wealth screening

- Mailing lists
- Marketing, Education Liaison
- SSA and Fox Liaison

#### **Internal administrator**

- Internal Calendar
- Scheduling Donor meetings
- Donor Benefits Administration
- Concert Sponsorship Support

#### **ELIGIBILITY REQUIREMENTS:**

- Must be legally eligible to work in the United States
- Associates Degree with relevant coursework
- Minimum 1 year experience in Development
- Valid Washington State Driver's License

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Exceptional interpersonal skills, including the ability to communicate calmly and professionally in high pressure situations
- Ability to anticipate and resolve issues creatively, demonstrating leadership and teamwork
- Capacity to build and maintain trust and confidentiality, exercising objectivity, discretion and tact
- Ability to successfully prioritize workload and multitask in a fast-paced environment
- Exceptional attention to detail and accuracy in work
- Proclivity towards CRM systems, and an excellent ability to learn new technologies, is absolutely essential
- Strong user skills in mass email communication tools such as MailChimp or WordFly
- Strong computer skills, including experience with Microsoft Office

#### **ADDITIONAL FACTORS FOR SUCCESS:**

- Desire and demonstrated ability to identify and address personal knowledge gaps; to learn on the job; and to cultivate sources of knowledge, expertise, and skill
- Ability to understand and quickly adapt to new technology
- Solid judgement and strong customer service ethic; professional, pleasant, empathetic demeanor
- Ability and willingness to work in a very fast-paced environment with extremely high productivity demands, and collaborate with other staff
- Self-starter, problem-solver, and "can-do" attitude
- A sense of humor and ability to see through the difficulty in any situation with levity and optimism

**WORK ENVIRONMENT AND PHYSICAL DEMANDS (carried out with or without reasonable accommodation):**

- Available to work regular business hours and maintain a presence at events occurring on nights and weekends
- Mobility in crowded spaces in both indoor and outdoor venues
- Able to negotiate stairs and to move freely
- Close visual acuity is required for performing activities such as preparing and analyzing data and viewing a computer terminal
- Normal office working conditions, and: standing for long periods of time, lifting of up to 50lbs; noisy atmosphere

**COMPENSATION:**

Salary is commensurate with experience. Benefits include health insurance for employee, generous time off policies, and 401K plan with 4% match (through John Hancock) available after 1-year of service.

**TO APPLY:**

Submit a resume, cover letter, and relevant sample materials to [jobs@spokanesymphony.org](mailto:jobs@spokanesymphony.org)

Position is open until filled.

*Spokane Symphony/Martin Woldson Theater at The Fox provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*