



POSITION ANNOUNCEMENT

DATE: September 18, 2023

JOB TITLE: Development Associate

REPORTS TO: Director of Development

JOB DESCRIPTION:

The Development Associate works within a highly collaborative development team to meet overall fundraising goals and budgetary needs of the Asheville Symphony.

As part of the Development team, this new position provides administrative support and assistance in the acquisition, stewardship, and retention of donors in order to build and advance lasting relationships that result in donations to the organization.

JOB DUTIES AND RESPONSIBILITIES:

Donor Relations

- Serve as a first point of contact for contributors and sponsors, providing superior customer service: address general development questions including giving levels, benefits, and events
- Assist current high-level donors with ticketing-related requests, including exchanges, seating requests, and comp ticket fulfillment
- In collaboration with the Assistant Director of Development, ensure exceptional stewardship of donors and execution of donor benefits, including tracking benefits fulfillment to encourage usage and relationship-building

Development Operations

- Become an expert user in PatronManager customer relationship management database (CRM) to serve as the leader in gift reporting, database management, and engagement tracking
- Serve as Development team's primary gift processor: track, monitor, and maintain accuracy of all giving activity in PatronManager
- Maintain and execute a timely gift acknowledgement process for donors per giving level:
 - Prepare and mail acknowledgment letters for all campaigns in a timely manner as directed and assist in the preparation of any secondary mailings as needed
- Prepare and disseminate year-end tax receipts and giving summaries as requested
- Ensure accurate donor recognition listings for Program Book and other recognition opportunities/locations (digital, print, and physical signage)

- Assist with the maintenance of all donor records and Development expenses, including both physical and electronic files
- Act as departmental liaison with finance office
- Manage Development-related print collateral and supplies

Development Communications

- Write and disseminate Development-related emails and letters, including mission-based updates and event-specific messages
- Maintain and update Development web page, including sponsor recognition
- Work with Development team and Director of Marketing and Public Relations to strategize on effective messaging for donor cultivation, solicitation, and acknowledgement/stewardship

Special Events

- Assist with and support Development event preparation and execution as needed, including preparing invitations, tracking RSVPs, and on-site assisting with event setup, breakdown, and other tasks
- Serve as welcoming and engaging presence at all events, including greeting guests and introducing yourself
- Evening and weekend work is required, including for Asheville Symphony concerts and Development events. A generous event leave policy is in place.
- Provide general support for the Development department as needed, including other duties as assigned

QUALIFICATIONS:

- Minimum of 1 year of fundraising experience and background in the arts preferred.
- A bachelor's degree or higher is required. Postgraduate and/or arts administration degree a plus.
- Experience with fundraising campaigns across multiple donor channels, including business partnerships, major donors, and annual giving.
- Knowledge of, and experience with, CRM systems (e.g.: Raiser's Edge, Tessitura, Patron Manager, etc.) with expertise in reporting and statistical analysis.
- Fluency with computer applications such as Microsoft Office, including mail merges, sorting, and reporting capabilities, as well as importing and exporting data between Excel and CRM databases such as Tessitura, Patron Manager, Raiser's Edge, etc.
- Ability to learn and apply new technical skills.
- Experience with email marketing platforms such as Mailchimp or Constant Contact preferred.
- Skilled in creating powerful and compelling written and oral communications.
- Experience in managing special events, including annual fundraisers, silent & live auctions, galas, etc.
- An outgoing and professional demeanor that engenders relationships with donors and colleagues.
- Works well independently and on teams, building authentic relationships with donors and partners.

- Self-motivated with a meticulous attention to detail; takes initiative in problem-solving and takes pride in the successful execution and completion of projects.

ORGANIZATION/ORCHESTRA DESCRIPTION:

Asheville Symphony:

The Asheville Symphony is a leader among cultural organizations in a desirable, arts-focused community. The Symphony has experienced remarkable growth in artistic excellence, educational and program offerings, and revenue in the last several years, reaching an audience of more than 40,000 annually through ticketed performances, community programming, and music education programs.

The Asheville Symphony 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, compensation, and training.

Asheville, North Carolina:

Asheville is the largest city in Western North Carolina and is the regional center for medical services, manufacturing, transportation, banking and professional services, shopping, dining and the visual and performing arts. At 2,200 feet in elevation, Asheville is located on a plateau divided by the French Broad River, at the hub of the Great Smoky and Blue Ridge Mountains. The Asheville area is world renowned as a bustling tourist destination attracting over 11 million visitors and tourists each year who come for the natural beauty and vibrant hospitality the city offers. Asheville is a major destination for recreation activities and home to George Vanderbilt's Biltmore Estate. Every year, Asheville is listed in varied publications as one of the top 10 cities in which to live, retire, visit or dine. To learn more about Asheville-Buncombe's creative culture, the economy, and innovation check out the video "Asheville Creates." The video can be viewed at <https://vimeo.com/161182272>

Asheville's population is close to 93,000 and Buncombe County is just over 265,000. Academic institutions in the region include The University of North Carolina Asheville, Mars Hill, Appalachian State and Western North Carolina Universities, Warren Wilson, Montreat, Brevard, and Asheville Buncombe Technical Colleges.

Compensation: Commensurate with experience, within the range of \$36,000 - \$54,000

Benefits: Paid vacation; medical, dental, and life insurance

Application Procedure: Please submit cover letter and resume with the subject line "Development Associate" to: apply@ashevillesymphony.org.

Application Deadline: October 23, 2023

Organization/orchestra web address: ashevillesymphony.org