

Job Title: Patron Development Coordinator
Organization: Kalamazoo Symphony Orchestra
Reports to: Vice President of Development & Communications

Job Description/Purpose:

The Patron Development Coordinator is responsible for advancing the organization in meeting and maximizing its earned income goals through individual giving and donor engagement events and activities. The Patron Development Coordinator is pivotal in representing the organization to the public through stewardship activities.

Primary Responsibilities include, but are not limited to:

- Demonstrate the ability to balance multiple projects, meet deadlines, and communicate effectively in a flexible and fast-paced environment

Development

- Establish and nourish relationships with all existing and potential KSO sponsors and donors
- Coordinate the various giving programs for the KSO
- Coordinate the donor acknowledgment and recognition program
- Maintain donor database/donor records management

Events

- Plan and/or provide support for donor events and receptions
- Provide support for other KSO events
- Attend KSO events/activities

Program Book

- Manage donor listings for program book publication

Box Office

- Serve as back-up/resource for Box Office questions and technical issues

Customer Service

- Ensure world-class patron and donor service
- Maintain a positive attitude, flexibility, and cultivate the ability to listen and solve problems

Concerts

- Plan for and manage the Donor Lounge (symphonic concerts, pre-concert and intermission)
- Donor Lounge presence
- Attend donor receptions

- Attend Encore receptions

Board

- Assist with Development & Communications committee

Admin

- Oversee KSO archival project (in conjunction with WMU)
- Arrange for KSOL volunteers for Development & Communications department projects

Other duties as assigned by the Vice President of Development & Communications

Qualifications

- Bachelor's Degree or beyond
- Passion for orchestral music
- Demonstrated success in sales activities
- Excellent interpersonal and organizational skills
- Excellent communication skills, both verbal and written
- Demonstrated competency in areas of public speaking and problem solving.
- Familiarity and confidence in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and database software (i.e. Raiser's Edge/Tessitura)

WORKING CONDITIONS

Physical Demands

The Patron Development Coordinator will spend long hours sitting and using office equipment and computers, and also standing/walking during KSO performances and special events. The position also requires some lifting of supplies and materials from time to time.

Environmental Conditions

Work area is positioned in an open office area, which at times can be busy with walk-in and telephone interruptions.

Other Demands

The position requires flexibility and ability to work with the general public, volunteers, and other staff members in accomplishing overall goals of KSO.

Compensation: Part-time, 20 hours/week; salaried; salary commensurate with experience

Organization Description: The Kalamazoo Symphony Orchestra is a financially sound, premier organization with a long history of leadership in the orchestra field and in its community. The KSO has a budget of approximately \$2.5 million. The KSO's founder, Leta Snow, also founded the League of American Orchestras after founding the KSO in 1921. Our innovative Artist-in-Residence program brings performing musicians into schools as teachers and ambassadors, revealing the deep importance of education to the KSO's mission. KSO presents approximately 40-50 concerts per year of a variety of repertoire, focused on the great orchestral repertoire led by Music Director Raymond Harvey.

Date posted: December 8, 2014

Application deadline: December 19, 2014

Contact Name: Suzanne Day Weeldreyer, Vice President of Development & Communications

Contact e-mail: sweeldreyer@kalamazoosymphony.com

Application procedure: E-mail résumé, cover letter and references to

sweeldreyer@kalamazoosymphony.com; No phone calls, please.