



Job Title: Data Integrity Coordinator

Department: Development

Reports to: Director, Development Operations and Services

Supervises: N/A

Interacts regularly with: Development Operations and Services Team, Development Leadership Team, and colleagues in Marketing and Patron Services.

Status: Full-time, Non-Exempt

JOB SUMMARY

The Data Integrity Coordinator is an integral role contributing to the success of the San Francisco Symphony and its philanthropic and earned revenue efforts by managing and maintaining accurate data within the patron database Tessitura. The Coordinator reports direct to the Director, Development Operations and Services. The Coordinator ensures that patron/donor data is accurate and follows business protocols. They administer ongoing systematic maintenance (adding, editing, inactivating) of records ensuring data integrity, and perform data analytics and reporting projects to support the team.

The successful candidate is collaborative, detail-oriented, and must possess a can-do attitude. They are a self-starter and are interested, intrigued, and driven by systems and data.

Essential Job Functions:

- Maintain San Francisco Symphony data within the patron/donor database (Tessitura) by following institution and best practice protocols.
- Audit patron/donor records for data accuracy and consistency, making necessary edits.
- Regularly audit and merge duplicate records.
- Collaborate in establishing and maintaining data entry standards and ensuring that records demonstrate these policies and practices.
- Ensure patrons/donors that do not want to be contacted (called, emailed, mailed, and/or solicited) are properly identified and managed in the system.
- When requested by senior leadership, makes necessary changes to patron/donor records in the donor database (Tessitura).
- In support of Development, collaborate with SFS (Marketing, IT, and Patron Services) colleagues as needed to strengthen data integrity and ongoing SF Symphony practices.
- Support and invigorate a culture of data integrity within the Development Team and beyond.
- Provide training to the Development Team on data management and hygiene practices, efforts and initiatives.
- Be a subject matter expert for the patron/donor database (Tessitura), achieve superuser status by attending and completing training.
- Perform data analytics and report projects in collaboration with the Associate Director, Development Operations and Analysis and the Reporting and Analytics Specialist.

- Contribute to balancing team effort to accomplish daily goals and fulfill workloads.
- Maintain fluency and adherence to best practices in the management of patron/donor databases and data.

Other duties:

- Perform additional duties as required.

QUALIFICATIONS

- Bachelor's degree or equivalent preferred.
- 1-2 years' experience in for- or nonprofit organizations in database work preferred.
- Superb organizational skills.
- Attention to detail with a high level of accuracy.
- Ability to take initiative and manage multiple projects under deadline pressure in a fast-paced, dynamic environment.
- Excellent clerical and computer skills, including proficiency with MS Word, Excel and Outlook.
- Curiosity and desire to learn new skills.
- Interested and/or passion for music preferred.
- Experience with and knowledge of Tessitura and other patron databases preferred.

APPLICATION INSTRUCTIONS

To apply, please visit our website at www.sfsymphony.org. Under the About Us tab, go to the Careers and Auditions page and click on "Jobs at the SF Symphony." Search for this job and click on "Apply for this Position" to submit your resume, cover letter, and application.

ORGANIZATIONAL PROFILE

The San Francisco Symphony is widely considered to be among the most artistically adventurous and innovative arts institutions in the U.S. Under the artistic direction of Michael Tilson Thomas since 1995, the Orchestra is a leading presence among American orchestras at home and around the world, celebrated for its artistic excellence, creative performance concepts, active touring, award-winning recordings, and standard-setting education programs. In December 2018, the San Francisco Symphony announced Esa-Pekka Salonen as its Music Director Designate along with a group of eight Collaborative Partners from a variety of cultural realms who collectively form a new artistic leadership model. Salonen will begin his appointment as the SFS's 12th Music Director in September 2020, at which time Michael Tilson Thomas will become the Orchestra's first Music Director Laureate, following his remarkable 25-year tenure as Music Director.

The San Francisco Symphony presents more than 220 concerts and presentations annually for an audience of nearly 450,000 in its home of Davies Symphony Hall and through its active national and international touring. A cornerstone of the organization's mission, the San Francisco Symphony's education programs are the most extensive offered by any American orchestra today, providing free comprehensive music education to every first-through fifth-grade student in the San Francisco public schools, and serving more than 75,000 children, students, educators, and families annually. The SFS has won such recording awards as France's Grand Prix du Disque and Britain's Gramophone Award, as well as 15 Grammy Awards. In 2004, the SFS launched the multimedia Keeping Score on PBS-TV and the web. In 2014, the SFS inaugurated SoundBox, a new experimental performance venue and music series located backstage at Davies Symphony Hall. SFS radio broadcasts, the first in the nation to feature symphonic music when they began in 1926, today carry the Orchestra's concerts across the country.

Pursuant to the San Francisco Fair Chance Ordinance, the San Francisco Symphony will consider for employment qualified applicants with arrest and conviction records.

The San Francisco Symphony is an Equal Opportunity Employer.