

KeyNote



Job Title: Administrative Coordinator, Individual Giving

Reports to: Individual Giving Manager

Status: Full-Time (non-exempt)

Supervises: N/A

Schedule: 40 hours/week, flexible, some evenings and weekends required

Compensation: \$23-\$26hr. commensurate with qualifications and experience; benefits eligible (see below)

How to apply: Email your resume and cover letter to hr@sdys.org

About this Position

The Administrative Coordinator, Individual Giving, supports San Diego Youth Symphony (SDYS) and KeyNote's strategic initiatives focused on increasing contributed revenue from individuals and families. This role will administer and coordinate SDYS/KeyNote membership programs and related events; provide daily support with database management and donation processing; and assist with special event planning and implementation. To accomplish the myriad responsibilities of this position, this person will proactively prioritize their time and tasks and strategically plan and utilize resources. They will also collaborate cross-departmentally to achieve shared objectives and consistently demonstrate an on-going commitment to and focus on KeyNote's core values of commitment, creativity, equity, collaboration, and service.

Responsibilities

Donor Relations

- Donor Appeals
 - Support annual appeal and year-end appeal planning, development, mailing and email follow-ups.
 - Draft appeals and donation thank you letters; follow up on donation pledges.
 - Coordinate gift processing, data entry, data quality assurance, campaigns and reports in PatronManager/LEAP software platform to track outcomes and generate reports for other staff.
 - Create, mail, and file donation thank you letters.
 - Coordinate with Business Office Coordinator and/or Manager to reconcile donations as part of quarterly reporting and annual audit.
- Stewardship
 - Assist with development and implementation of the annual Stewardship Plan.
 - Create and author stewardship appeals.
 - Invite donors to events and activities as appropriate.
 - Provide patron relations to concert ticket holders.
 - Provide on-site event management, coordination and active participation.
- Individual Giving Strategy
 - Assist Individual Giving Manager with executing overall strategy, including membership programs, recurring giving, corporate matches, legacy planning and alternate giving modalities (e.g., text, web, etc.).

Concerts and Events

- Concerts
 - Support front of house operations and donor receptions at ticketed concerts.
- Membership Program and Events
 - Coordinate membership, guest relations, and communications; mail invitations; coordinate RSVPs and on-site logistics; attend and welcome guests.
- Annual Gala
 - Create printed materials with design elements from Graphic Design Assistant.
 - Assist with invitation mailing and guest relations; handle RSVPs and donations.
 - Provide on-site management to volunteers and donor relations.

- Participate in event planning and day-of event operations.
- Other Events
 - Assist with planning, coordination, and implementation in coordination with other departments as requested

This does not constitute a comprehensive list of all activities, duties, or responsibilities required of this role. These may change or new ones may be added at any time by the Institutional Giving Manager and/or the President & CEO.

Qualifications

Required Education and Experience

- Two or more years of administrative experience, preferably in a development nonprofit environment.
- Experience in database management and data entry, preferably with Salesforce and/or PatronManager.
- Degree in business administration, communication, or liberal arts; or a comparable combination of course work and work experience.

Required Knowledge and Skills

- Strong written and oral communication skills with the ability to communicate professionally with current and prospective donors.
- Demonstrated administrative skills including organization, attention to detail, accuracy, and time management.
- Proven track record of managing multiple, competing deadlines.
- Strong sense of integrity and collaboration.
- Ability to quickly learn new programs and software.
- Knowledge of Google Suite, Microsoft Office, and email marketing tools, preferable Emma.
- Ability to write copy for letters, appeals, and other printed materials and familiarity with adhering to established brand standards.

Preferred Knowledge, Skills, and Experience

- Familiarity with Adobe Creative Suite.
- Experience using Wordpress for updating website content.
- Knowledge of and experience with instrumental music.

Benefits

General:	Health, Dental, & Vision Insurance 401(k) Retirement (unmatched) Employee Assistance Plan, Telemedicine
Paid Time Off:	Accrued Vacation and Sick Leave Jury Duty Leave (up to two weeks) Bereavement Leave (up to 5 days)
Organization:	Free tuition in KeyNote programs for employee household Free employee instrument loans (if available) Paid professional development opportunities (as available)
Memberships:	Discounts at participating Balboa Park and NTC Liberty Station vendors Free admission to participating museums in Balboa Park and the San Diego Zoo

Additional Information

This position requires sitting, walking, standing, hearing, speaking, using technology, being able to lift up to 25 lb., and driving to locations pertaining to organizational operations. The position also requires working at both the organization's Balboa Park and Liberty Station locations. KeyNote is committed to providing access and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the Americans with Disabilities Act and other applicable laws. To request an accommodation based on a disability, please contact hr@keynote-music.org.

Because we work with youth, all employees are recommended to be vaccinated. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document upon hire.

About KeyNote

KeyNote's mission is to instill excellence in the musical and personal development of students through rigorous and inspiring musical training experiences. KeyNote and SDYS have a history of setting the bar for excellence in music education for nearly 80 years. We are dedicated to being a catalyst for community investment in young people with music education as a vehicle while creating joyful, collaborative, and immersive spaces in which young people can come together and experience the excitement of making music together. For more information, please visit www.keynote-music.org.