

Development Specialist

The Development Specialist is a behind-the-scenes position that serves as the operational backbone for the Development Team at the Oakland Symphony. This position holds responsibilities related to development operations and database management, annual fund growth, prospect research, donor events, communications, and other duties as required. The person in this position will attend all concerts as a representative of the Development Department. Reports to the Director of Development.

EXPERIENCE AND REQUIREMENTS

- 2-4 years of related experience required
- Intermediate experience with relational donor database, preferably Salesforce, required
- Highly organized and detail-oriented, with the ability to handle multiple projects at once
- Proficient with Google Drive and Microsoft Office
- Experience with wealth indicator research software, e.g., iWave, WealthEngine
- Strong writing skills
- Knowledge of accounting principles as they relate to fundraising best practices preferred
- English language proficiency in both spoken and written form
- Availability for occasional evening and weekend work

DUTIES AND RESPONSIBILITIES

Development Administration

- Gift Processing
 - Enter all donations received into Salesforce
 - Set up and provide regular reports and dashboards to track fundraising progress as well as individual campaign performance
 - Collaborate with finance team to maintain consistent gift entry and support end-of-year reconciliation for annual audit
 - Manage and maintain gift paperwork – including preparing and appropriately filing signed pledge agreements, invoices, grant agreements, sponsorship agreements, and tracking multi-year gifts to ensure timely annual payments
- CRM and Database Management
 - Act as primary administrator of the donor database, providing close monitoring to ensure accurate and consistent constituent and gift information
 - Support the creation and implementation of best practices, SOPs, onboarding materials, and other training documents for Development Operations
 - Perform regular and ad hoc data health maintenance screens
 - Generate reports and mailing lists for direct mail campaigns, event invitation lists, annual fund appeals, and more
 - Use data analytic tools to clean and distribute data to outside vendors as needed
 - Employ wealth engine software for prospecting efforts

Development Communications

- Manage the execution of mass email campaigns to donors
- Track email performance using analytics and other measurement tools, and continually find ways to improve on those metrics through testing and new initiatives

- Support the execution of quarterly newsletters
- Work closely with the Communications team to create a philanthropic presence on social media
- Manage Development content on the website
- Regularly generate acknowledgement letters to donors
- Provide customer service over the phone, email, and in person as needed

Special Events

- Support the planning and execution of regular donor events, house parties, and annual fundraising events
- Other duties as assigned

Salary range: \$65,000-\$75,000

Benefits Offered: Full-time exempt position.