

# OREGON SYMPHONY

## JOB DESCRIPTION

### Development Associate

EXEMPT STATUS:	SALARIED (EXEMPT)
REMOTE HYBRID ELIGIBLE:	YES
DEPARTMENT:	DEVELOPMENT
REPORTS TO:	DIRECTOR OF ANNUAL GIVING
DIRECT REPORTS:	NONE
EFFECTIVE/LAST UPDATED:	MAY 21, 2025

---

#### POSITION SUMMARY:

The Development Associate is a key member of the Development team, providing vital operational support across all levels of the department. This role is responsible for managing core fundraising operations, including gift processing, donor data maintenance, and departmental support. The position offers exposure to the diverse functions of a dynamic fundraising team, contributing to the organization's mission by ensuring the accuracy, efficiency, and integrity of its development processes.

#### ESSENTIAL DUTIES & RESPONSIBILITIES:

##### Gift Processing and Tracking

- Code and process gifts and pledges across all giving channels, including assigning acknowledgement letters.
- Coordinate checks and electronic deposits with the Finance team; manage ticket office donations in collaboration with the Ticket Office Manager.
- Follow PCI compliance standards for processing credit card gifts.
- Organize daily gift batches for distribution and approval.
- Enter and post gift batches into the database; maintain digital records for audit and IRS compliance.
- Process and track various gift types, including matching gifts, stock transfers, IRA distributions, and donor-advised funds.
- Create tracking documents such a monthly pledge tracker and gala precommit tracker.
- Apply correct Fair Market Value to gift records per IRS regulations.
- Update donor membership levels in the Tessitura database.

##### Database and Data Integrity

- Generate standard reports from the Tessitura database.
- Manage gala data integrity.
- Handle routine and ad-hoc data requests.
- Conduct obituary research and update Tessitura database.
- Ensure accurate and consistent data entry and maintain digital records on the Symphony drive.
- Contact donors as needed to update contact and gift information.
- Create and maintain gift codes and campaigns in Tessitura database for each fiscal year.

##### Team and Departmental Support

- Serve as backup for Give Line and for acknowledgement letter processing.
- Manage internal routing of documents and lists for the Development team.
- Provide administrative support to the VP and other team members as assigned.

- Assist with departmental logistics, events, and donor cultivation efforts as assigned.
- Collaborate with Development Associate for Annual Giving to respond to general Development inquiries received via voicemail or email.
- Update internal manuals related to gift processing and other procedures.

#### **QUALIFICATIONS:**

- Associate degree (AA) or 1+ years of equivalent experience preferred. A basic understanding of fundraising and data management principles is a plus.
- Proficiency in Microsoft Word, Excel, and Outlook. Familiarity with Adobe Pro, Greater Giving, Donate2 or donor/ticketing database software (Tessitura) is preferred, with a willingness to learn quickly. Basic internet research skills required.
- Strong attention to detail, exceptional proofreading abilities, and a knack for organizing systems, meeting deadlines, and managing logistics.
- Ability to communicate effectively and diplomatically with diverse stakeholders, including donors, board members, staff, and volunteers. Excellent customer service skills via phone and email are essential.
- Competence in performing basic calculations, including percentages and averages.
- Comfort interacting with patrons.
- Ability to work gracefully under pressure and with discretion.

#### **ADDITIONAL COMPETENCIES:**

- **Professionalism:** Maintains a respectful, tactful approach in all interactions, manages stressful situations with poise, upholds ethical standards, and demonstrates reliability by following through on commitments and maintaining integrity.
- **Collaboration & Communication:** Actively contributes to a team-oriented environment by offering and accepting feedback, listening attentively, participating meaningfully in discussions, and balancing personal and group responsibilities for collective success.
- **Motivation and Initiative:** Displays a proactive mindset with minimal supervision, consistently pursuing growth opportunities, tackling challenges with determination, and showing a readiness to take calculated risks and accept new responsibilities.
- **Dependability:** Demonstrates reliability by being punctual, meeting commitments, and adhering to instructions, ensuring work is completed on schedule and communicating effectively when adjustments are needed.
- **Quality and Quantity of Work:** Strives for accuracy and thoroughness, proactively seeks feedback for continuous improvement, monitors productivity to meet and exceed standards, and maintains a balance between speed and precision in completing tasks.

#### **WORK ENVIRONMENT**

This position is currently following a hybrid work model with 2-3 days per week in the office.

This job description outlines the primary responsibilities of the position but is not an exhaustive list. The employee may be asked to perform additional duties as necessary to support organizational goals.