

# OREGON SYMPHONY

## JOB DESCRIPTION

### Development Associate, Annual Giving

EXEMPT STATUS:	SALARIED (EXEMPT)
REMOTE HYBRID ELIGIBLE:	YES
DEPARTMENT:	DEVELOPMENT
REPORTS TO:	DIRECTOR OF DEVELOPMENT
DIRECT REPORTS:	NONE
EFFECTIVE/LAST UPDATED:	August 15, 2025

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#### POSITION SUMMARY:

The Development Associate, Annual Giving, plays a vital role in the success of the Development team, contributing to the organization's overall fundraising efforts. This position focuses on managing critical aspects of the annual giving program, including gift acknowledgments, benefit fulfillment, and communicating with donors. Additionally, the role supports data integrity, departmental operations, and cross-training in gift processing.

#### ESSENTIAL DUTIES & RESPONSIBILITIES:

##### Donor Acknowledgment

- Draft donor acknowledgment letters and other donor materials as needed.
- Manage the production and distribution of acknowledgment letters, ensuring timely and accurate processing.
- Extract gift data from Tessitura to merge and customize acknowledgment letters.
- Collaborate with the Development Associate to ensure all gifts are processed and acknowledged efficiently.
- Serve as a contact for donors to update contact and gift information.
- Clean up donor data as part of acknowledgement process.
- Liase with musicians to coordinate personal thank yous for donors.

##### Donor Support

- Serve as first point of donor contact, answering Give phone and email lines.
- Follow up with donors for pledge payments.
- Understand basics of giving vehicles (such as IRAs and stock gifts) and guide donors through the giving process.

##### Administrative Duties

- Provide administrative support to the Vice President of Development and the Development team.
- Support scheduling and process of direct mail, email and other fundraising channels.
- Assist with donor cultivation, stewardship, and event coordination as needed.
- Maintain database accuracy through biographical updates, record-keeping, and pledge tracking.
- Fulfill donor benefits according to contribution levels.
- Manage office supplies for donor communications and ensure adequate inventory.
- Crosstrain in gift processing procedures to support team functionality.
- Schedule and manage Development volunteers for in-office tasks.
- Assist with annual giving appeals and scheduling as needed.

- Maintain and update internal Development manuals.

#### **QUALIFICATIONS:**

- Associate's degree or equivalent from a two-year college or technical school.
- Basic understanding of fundraising practices with 1+ years of related experience preferred.
- Excellent written and verbal communication skills, including proper spelling, grammar, and professionalism.
- Strong organizational and logistical skills with the ability to meet deadlines and coordinate multiple projects.
- Proficient in Microsoft Word, Excel, Outlook, Adobe Pro, and donor/ticketing database software (Tessitura preferred).
- Exceptional attention to detail and proofing skills for accurate gift tracking and donor communication.
- Ability to perform basic math calculations.
- Effective interpersonal skills for collaborating with diverse stakeholders, including donors, board members, volunteers, and staff.
- Ability to work gracefully under pressure and maintain a high level of customer service.

#### **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. The position also requires flexibility to attend events, including some evenings and weekends during the concert season (approximately 2–3 nights per month), and occasional regional travel for event staffing.

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.