



STEWARSHIP COORDINATOR JOB DESCRIPTION

Department: Advancement

FLSA Status: Exempt

Work Location: Hybrid

FT/PT: Full time

Last Revision Date: March 28, 2023

How to apply: A cover letter is required for consideration of this position and should be attached as the first page of your resume. The cover letter should address:

- Your specific interest in the position and working at the Detroit Symphony Orchestra
- Outline your skills and experience that directly relate to the responsibilities of the role

The Organization: The Detroit Symphony Orchestra (DSO) is known internationally for trailblazing performances, collaborations with the world's foremost musical artists, and a deep commitment to serving our community. Making its home in historic Orchestra Hall at the Max M. and Marjorie S. Fisher Music Center, the DSO actively pursues its vision to be an inclusive and culturally relevant community where all people can experience their world through music.

The DSO is a complex organization. Operating 365 days per year in historic Orchestra Hall, one of America's most acoustically perfect concert halls, we are a performing arts institution, an educational facility, and a community center. We are governed by an independent Board of Directors and employ both union and non-union employees as musicians, stage crew, and administrative staff. Creating a unified culture throughout the institution is an organizational imperative, and we are guided by our values of *excellence, diversity, resilience, collaboration, and innovation*.

The DSO's commitment to diversity, equity, and inclusion is paramount to who we are; we work to create an environment where all employees are seen, valued, and supported to enable their best every day. This is essential as we pursue our mission to impact lives through unforgettable musical experiences by sustaining a world class orchestra for the city of Detroit and the global community.

The DSO offers a unique, fast-paced working environment, an excellent overall compensation package, and is an Equal Opportunity Employer. For more information visit www.dso.org.

Position Summary:

We seek a talented, energetic, driven, and creative individual to provide support to the Detroit Symphony Orchestra's individual, corporate, foundation, and special events fundraising campaigns. The Coordinator will join an Advancement Department capable of meeting the DSO's contributed revenue requirements for general operating support, endowment, and other special needs or projects.

Our ability to build relationships with our patrons and ensure a sustainable revenue base is only as good as the systems we have in place to handle their contributions in a timely, accurate, and respectful manner. As a key member of the Advancement Department and the Stewardship Team, the Coordinator is responsible for the acknowledgement of all contributions received, manages additional stewardship touches for major donors, executes systems for the collection of all pledges, and serves as a power user in the DSO's patron database.

Specific Duties and Responsibilities:

- Sending a timely and comprehensive acknowledgement of every gift received by the DSO, paying special attention to gifts from board members, Governing Members, corporations, foundations, and other major donors
- Working closely with Gift Processing Coordinator (Finance Department) and gift officers to prepare custom language and personalized acknowledgement letters for significant or comprehensive contributions of \$10,000 or more
- Coordinating additional personalized acknowledgements from the Chief Executive Officer, the Vice President, DSO Musicians and external volunteers
- Ensuring the swift payment of all pledge balances through the coordination and preparation of regular pledge reminders and invoices in partnership with gift officers
- Responsible for preparing the Honorarium and Memoriam section of Performance Magazine
- Serving as a Tessitura database power user for the Advancement Department, including comprehensive data extraction, list management and weekly reporting of Governing Members and VIP ticket holders
- Facilitate birthday, anniversary, special occasion cards and cultivation touches for Governing Members and VIP's
- Fulfill donor benefits to the Community Ensemble and oversee development/procurement of premiums, stationery and stewardship supplies
- Prepare corporate, foundation and individual donor invoices as requested by Advancement Staff
- Rotational responsibility of managing the DSO Friends phone line and email box, addressing the concerns and needs of patrons with exceptional customer service
- Act as staff liaison at DSO events and the Donor Lounge approximately 2-3 times per month
- Other duties as assigned

Required Qualifications:

- Strong verbal and written communication skills and the ability to interact effectively with staff and patrons
- Ability to focus intently on the task at hand with the utmost attention to detail and an intense commitment to accuracy
- Excellent time management and organizational skills and an ability to meet deadlines in a fast-paced environment
- Ability to treat confidential and private information with discretion
- Ability to act independently, take initiative, and meet changing priorities
- Successful experience working in, and contributing to, a collaborative, team environment

Desired Qualifications:

- 1-2 years' experience in Advancement, fundraising, gift acknowledgment, data entry or equivalent combination of education and experience
- Experience using Tessitura
- Demonstrated experience and investment in issues of diversity, equity, and inclusion
- Interest in the arts and/or classical music

Additional Information:

- This is a salaried, non-union position
- Successful candidates must be available to work a varying schedule, including nights and weekends, to meet the needs of the DSO's performance schedule

Physical Requirements: This role primarily works in an office environment, and frequently has prolonged periods of sitting and looking at a computer screen.

Primary Reporting Responsibility: Director, Advancement Operations

Direct Reports: N/A

The DSO recommends all employees be vaccinated and boosted against COVID-19.