



JOB DESCRIPTION

Director, Advancement Operations

The Organization

The Detroit Symphony Orchestra 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, 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. The DSO offers a unique, fast-paced working environment and an excellent overall compensation package. The Detroit Symphony Orchestra is an Equal Opportunity Employer.

The DSO makes its home in historic Orchestra Hall, one of America's most acoustically perfect concert halls, and actively pursues a mission to impact and serve the community through music. For more information visit www.dso.org.

Position Summary

The Director, Advancement Operations positions is a key member of the Advancement Department leadership team. The position oversees the successful operation of a comprehensive fund development program that manages the full cycle of donor engagement, cultivation, solicitation, and stewardship.

Specific Duties and Responsibilities

Fundraising Operations

- Develop strategies and timelines to meet broad-based fundraising goals through direct mail and telefunding.
- Serve as primary contact for direct mail and telefunding consultants and manage vendor contracts.
- Lead and oversee execution of direct mail solicitations including data extraction, drafting appeals, printing and design, acknowledgements, and premium fulfillment.
- Proactively collaborate with Patron Development (box office) and Finance (gift processing) on direct mail and eblasts to ensure gift accuracy and excellent donor care.
- Ensure timely execution of Annual Fund renewal mailings and follow up strategies.
- Oversee advancement services function to ensure accurate and timely pledge reminders, acknowledgement letters and personalized recognition.
- Foster collaboration to ensure gift officer support through research, fulfillment and portfolio management.

- Ensure accurate donor recognition in print, physical signage, web listings, and other publications.
- Collaborate with team members to ensure processes are documented across key departmental functions.
- Schedule Donor Lounge Associates.
- Prepare and manage Donor Lounge budgets by actively collaborating with service providers.

Donor Moves Management and Reporting

- Prepare and send fund development reports to Advancement and DSO leadership.
- Prepare and monitor Cash Forecast report and serve as liaison to Finance Department.
- Utilize Daily Gift Report to update donor Memberships, Plans and Renewal Dates.
- Responsible for Advancement dashboards (Tessitura Analytics).
- Manage Advancement Department portfolios and moves management system.
- Set up and manage annual campaigns, funds, appeals and source codes in Tessitura.
- Staff lead for building complex data extractions and lists.
- Ensure donor records are accurately maintained in Tessitura.

Experience

- 5+ years of development experience with increasing levels of responsibility and achievement in supporting a successful fundraising program.
- Demonstrated abilities in donor research and database analysis.
- Knowledge of the nonprofit and philanthropic sectors and best practices.
- Experience working with Tessitura or Raiser's Edge platforms.
- Bachelor's degree required.

Reporting Responsibility

- Sr. Director, Advancement

Supervisory:

- Supervise 2-3 full-time staff and 2-3 part-time staff.

Personal Attributes and Competencies

- Strong leadership skills with a proven track record for meeting goals and objectives.
- Motivated to network socially and have a call and passion for building relationships with those in decision making positions.
- High energy with a positive attitude and the ability to provide superior donor service.
- Dynamic self-starter who can think strategically and provide solutions.
- Strong analytical skills, action-oriented, decisive, accurate and timely.
- Sensitive to the needs of individuals and able to maneuver within multiple departments.
- Ability to work well under pressure; embodies persistence, perseverance, tenacity, integrity, and patience.
- Strategist that is motivated by deadlines and measurable outcomes.

TO APPLY FOR THE POSITION, PLEASE SUBMIT YOUR RESUME AND COVER LETTER TO:

advancementjobs@dso.org