



**JOB DESCRIPTION**  
**Manager, Campaign Operations**

**The Organization**

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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](http://www.dso.org).

**Position Summary**

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We seek an energetic, driven, and creative advancement colleague to develop targeted cultivation and stewardship plans for a range of prospects; establish solicitation strategies; manage prospect lists and moves management processes; generate donor-centric communications and provide support to staff and volunteer leadership for complex solicitations.

## **Specific Duties and Responsibilities**

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### **A. Project Management (60%)**

1. Manages campaign prospect pipeline and moves management system.
2. Provides lead staff support for prospect review sessions-including Campaign Cabinet meetings-to help develop cultivation, solicitation, and stewardship strategies.
3. Collaborates across all DSO administrative departments, the orchestra, and volunteer governing bodies to implement cultivation, solicitation, and stewardship strategies.
4. Prepares lists of prospects as needed for cultivation events and other purposes.
5. Creates queries, spreadsheets and ad-hoc reports as needed.
6. Oversees campaign donor stewardship program, ensuring proper fulfillment of benefits for campaign donors in collaboration with Fulfillment Coordinators.
7. Develops and implements broad-based and customized donor stewardship plans in coordination with Gift Officers.
8. Participates in fundraising planning to ensure alignment and integration of the stewardship program with campaign fundraising efforts.

### **B. Communications (40%)**

1. Develops briefing packets for staff and volunteer leadership, including synthesizing volumes of historical relationship, financial and biographical information, and cultivation/solicitation strategies into concise briefing memos and other support materials.
2. Generates donor-centric communications, including DSO informational packets/presentations, proposals, as well as pledge and gift agreements.
3. Collaborates across all DSO administrative departments, the orchestra and volunteer governing bodies to:
  - i. develop written, customized investment opportunities; and,
  - ii. create and disseminate individualized stewardship communications.
4. Collaborates with DSO Communications Department to create and disseminate broad-based campaign informational and stewardship communications.

### **Overall Organizational Support**

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- Adheres to ethical and confidentiality guidelines of both the DSO and Association of Fundraising Professional (AFP).
- Represents the DSO on external and internal matters and to external constituencies.
- Maintains excellent relationships with all musicians, staff and board members.
- Participates and attends as supportive fundraiser at major events.
- Works as needed to provide support on special projects.

### **Personal Attributes and Competencies**

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- Attention to detail, with an appreciation for process.
- 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 the values of persistence, perseverance, tenacity, integrity, and patience.
- Strategist that is motivated by deadlines and measurable outcomes.

### **Experience**

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- Bachelor's degree required.
- 3-5 years of work experience in a fast-paced office environment demonstrating superb project management skills, including organizational, writing, communication and interpersonal skills; fund development experience preferred.
- Demonstrated ability to problem-solve, analyze, and communicate synthesized and segmented volumes of data into concise briefing and solicitation materials.
- Experience working with a donor database like Tessitura or Raiser's Edge, a plus.

### **Reporting Responsibility**

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- Campaign Director

### **Supervisory:**

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- Not applicable

**\*The essential duties for this position require in-person interaction with staff, musicians and/or guest artists. Therefore, in alignment with the DSO's COVID-19 safety policy, full vaccination for COVID-19 is required for employee's working in this position.**

Qualified candidates should submit a resume and cover letter to [advancementjobs@dso.org](mailto:advancementjobs@dso.org).