



JOB DESCRIPTION

JOB TITLE: Donor Stewardship Associate

DEPARTMENT: Development

REPORTS TO: Director of Individual Giving

POSITION SUMMARY:

Reporting to the Director of Individual Giving, the Donor Stewardship Associate will be responsible for Donor Cultivation and Stewardship projects to support fundraising efforts of the Individual Gifts Team. This individual will be responsible for planning and fulfilling individual donor benefits and major gift events, as well as managing endowed concerts and Symphony on the Prairie entertaining. This position must be able to work independently while also working as a member of the ISO development team.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Manage the planning and fulfillment of individual donor benefit mailings, create semi-annual donor benefit event invitation mailings, and manage RSVPs.
- Manage stewardship portfolio of Applause-level donors, with the intention of sharing regular ISO updates, while cultivating and soliciting gifts.
- Work with vendors to facilitate valet and garage parking and drink voucher benefits.
- Manage the planning and execution of all individual donor benefit events including: concept, guest lists, securing a venue, working with vendors such as caterers and florists, securing speakers, creating timelines, writing talking points, and completing any needed follow-up.
- Manage communications related to all donor benefit events, including pre- and post-event communications.
- Work with Graphic Designer to develop fundraising materials and invitations.
- Assist with major-gift cultivation event planning and execution.
- Manage Individual Cultivation activities at Kroger *Symphony on the Prairie*.
- Responsible for follow-up with Telefunding donors including incentive fulfillment.
- Assist Solicitors with high-level donor stewardship and Premier Donor ticketing requests.

- Coordinate endowed concert benefit fulfillment including assignment of concert dates, ticket requests for donors and execution of any special events related to the endowed concert.
- Oversee and update the Individual web pages of the ISO website.
- Other duties, as assigned by the Director of Individual Giving.

MINIMUM REQUIREMENTS:

- Bachelor's Degree in arts administration, non-profit management, public affairs or equivalent combination of training and experience.
- Excellent oral, written, interpersonal, analytical and organizational skills required. Must have an eye for detail and be customer service oriented.
- Interest in all aspects of the arts and a dedication to promoting the ISO's fundraising priorities through developing excellent working relationships with musicians, directors and other volunteers, the development office team and all ISO employees.
- Must be willing to work some evenings and weekends. Must have reliable transportation.

TECHNICAL PROFICIENCIES:

Must be beginning user of Word, Excel, Outlook, and Tessitura.

PHYSICAL REQUIREMENTS:

This position requires the ability to sit for long periods of time to conduct daily business operations. Position also requires the hearing and visual acuity to converse with internal and external constituents in person, over the phone, and via electronic communication with or without reasonable accommodation. Position also requires bending, stooping, walking on uneven surfaces and occasionally lifting up to 35 pounds.

INTERPERSONAL CONTACTS:

INTERNAL: Contact with staff at all levels and musicians.

EXTERNAL: Contact with board members, volunteers, donors and prospects.

CONTENT OF CONFIDENTIAL INFORMATION:

The Donor Stewardship Associate will have access to sensitive and confidential information relating to his/her colleagues as well as donor and ticket buyer information in Tessitura. The employee will be charged with not only using sensitive information responsibly, but also with ensuring that all department staff members do the same.

SUPERVISION:

The Donor Stewardship Associate will receive regular and frequent guidance and leadership from the Director of Individual Giving, Associate Director of Individual Giving, Senior Major Gift Officer.

OUR MISSION

To inspire, entertain, educate and challenge through innovative programs and symphonic music performed at the highest artistic level.

OUR VALUES

At the Indianapolis Symphony Orchestra, we are one team committed to achieving our mission through:

- Outstanding **performance** on and off the stage.
- Extraordinary **service** to both internal and external customers.
- A compassionate workplace built on **trust** and **mutual respect**.
- A culture of **flexibility** and **openness to change**.

The Indianapolis Symphony Orchestra is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, veteran status or any other status protected by law.

**Applications for this position should be sent to
jobs@indianapolissymphony.org.**

