

JOB TITLE: Donor Stewardship and Development Events Manager

DEPARTMENT: Development

REPORTS TO: Director of Annual Giving and Donor Communications

POSITION SUMMARY

Reporting to the Director of Annual Giving and Donor Communications, the Donor Stewardship and Development Events Manager will be responsible for donor cultivation and stewardship to support the fundraising efforts of the individual team. This individual will manage a stewardship portfolio of donors, coordinate donor and major gift events, plan and fulfill individual donor benefits, and general stewardship activities for the individual team. This position must be a self-starter and able to work independently while collaborating as a member of the ISO development team.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

Portfolio and Stewardship

- Manage stewardship portfolio of donors from gifts of \$1,000 to \$2,500 to share regular ISO updates while cultivating and soliciting gifts.
- Responsible for meeting portfolio financial goals assigned to this position.
- Assist with any donor needs within the stewardship portfolio and handling requests promptly.
- Coordinate the scheduling of development staff, board members, and musicians in the Founders' Room for donors \$2,500+.
- Assist the individual team with donor stewardship and donor ticketing requests.

Development Donor Events

- Coordinate with major-gift cultivation event planning and execution, including the Opening Night Gala, the ISO's largest fundraising event of the year.
 - Responsibilities include creating a strategic timeline to streamline event processes
 - Coordinating monthly Gala committee meetings and preparing all materials for the committee members

- Track RSVPs, including guest requests, ticketing needs, seating requests, and organizing tables and guests at the post-dinner reception.
- Working with marketing to design all event materials, including printed materials, general signage, and acknowledgment materials
- Cross collaboration with musicians and staff for event needs
- Oversee post-event communication
- Manage the planning and execution of all development events, including receptions, VIP events at donor homes, donor appreciation celebration, board events, and individual cultivation activities at Kroger Symphony on the Prairie.
 - Responsibilities include event concept and theme, guest lists, securing a venue, working with caterers and vendors, securing speakers, creating timelines, writing talking points, and completing any needed follow-up.
- Attend meetings as the liaison for the individual team for internal staff meetings for concerts at Hilbert Circle Theatre, Kroger Symphony on the Prairie, and others as needed.

Donor Benefits and Donor Benefit Events

- Manage the planning and fulfillment of individual donor benefits, including monthly donor benefit update mailings and the yearly donor benefit mailing at the beginning of the new fiscal year and season.
- Manage the planning and execution of all individual donor benefit events, including concept, guest lists, securing a venue, working with external vendors such as caterers and florists, securing speakers, creating timelines, writing talking points, and completing any needed follow-up.
- Manage RSVPs to donor benefit events and work with external vendors to facilitate valet and garage parking, and drink voucher benefits.
- Manage communications related to all donor benefit events, including pre-event and post-event communications.
- Continually refine processes to increase the efficiency of individual fundraising and benefit fulfillment.
- Other duties as assigned by the Director of Annual Giving and Donor Communications.

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 excellent customer service skills.
- 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, volunteers, the development team, and all ISO employees.

 Must be willing to work some evenings and weekends. Must have reliable transportation.

TECHNICAL PROFICIENCIES

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

PHYSICAL REQUIREMENTS

This position requires the ability to sit for long periods 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 and Development Events Manager 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 and Development Events Manager will receive regular and frequent guidance and leadership from the Director of Annual Giving and Donor Communications and Vice President of Development.

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.