



TITLE: Development Department Coordinator
REPORTS TO: Director of Development Services
STATUS: Full-time, non-exempt
SALARY: \$42,000/year

POSITION SUMMARY

Enhance your career with a role that offers hands-on experience across nonprofit fundraising, donor relations, event coordination, and database management. The Charlotte Symphony Orchestra is seeking an organized, curious, and tech-savvy Development Department Coordinator who is eager to learn, contribute, and grow within a collaborative, mission-driven team. This is an excellent opportunity for a recent graduate or early-career professional to build versatile skills, develop meaningful community connections, and see the direct impact of their work in supporting live symphonic music in Charlotte. This position reports to the Director of Development Services.

The Development Department Coordinator provides operational, administrative, database, event, and communications support to the Development team. The position maintains donor information in Raiser's Edge, supports gift processing and acknowledgments, coordinates donor benefit events, and assists with stewardship and fundraising communications. Success in this role requires accuracy, initiative, sound judgment, and the ability to manage multiple priorities in a fast-paced, service-oriented environment.

ABOUT THE CHARLOTTE SYMPHONY

The Charlotte Symphony Orchestra (CSO) is one of the premier music organizations in the Southeastern United States and the oldest continuously operating symphony orchestra in the Carolinas. As Charlotte's most active performing arts group, the CSO presents around 175 concerts each season, reaching more than 165,000 music lovers. The organization engages with more than 15,000 students each year, nurturing the next generation of musicians and music lovers through its four diverse youth orchestras, in-school education programs, and instrument coaching.

KEY RESPONSIBILITIES

- **Database and gift support:** Enter and update constituent, prospect, and donor records in Raiser's Edge; support database integrity, gift processing, and receipting.
- **Event coordination:** Support donor benefit events, including Donor Lounge set up and inventory, online registration forms, RSVP tracking, name tags, check-in materials, vendor and venue communication, parking or valet logistics, and facility access schedules.

- **Donor stewardship:** Manage the daily gift acknowledgment letter process, send acknowledgment letters and birthday cards, and help prepare meeting briefings for fundraisers and leadership.
- **Communications:** Coordinate timelines for invitations, reminders, event information, and follow-up messages; assist with donor communications, stewardship materials, appeal copy, and direct-mail execution.
- **Department administrative support:** Schedule meetings, organize shared SharePoint documents, order supplies, and assist with donor campaigns, special projects, and annual gala activities.

QUALIFICATIONS

- Relevant education, training, and/or professional experience that demonstrate the knowledge and skills required for the position; an equivalent combination of education and experience will be considered.
- At least one year of professional work experience; internships will be considered. Nonprofit administration or fundraising experience is a plus.
- Experience with Raiser's Edge or another database or CRM is a plus.
- Strong proficiency with Microsoft Office. Experience with Letter Box or online event registration tools is a plus.
- Exceptional attention to detail, time-management skills, and the ability to balance multiple priorities and deadlines.
- Excellent written and verbal communication skills, including professional correspondence and proofreading.
- A collaborative, flexible approach and a strong service orientation when working with colleagues, donors, board members, venue staff, and other partners.

WORK SCHEDULE AND PHYSICAL REQUIREMENTS

- Professional office environment with a hybrid schedule of four days in the office and one day eligible for remote work.
- Occasional evening and weekend hours are required for donor events and performances.
- Ability to move agilely, stand for extended periods, and lift or move event materials, signage, and supplies weighing up to 25 lbs. on event days.

HOW TO APPLY

To be considered, interested candidates should send a resume to employment@charlottesymphony.org using the subject line "Development Department Coordinator." Applications will be accepted by email only. No phone calls, please.

Charlotte Symphony Orchestra is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, sex, gender identity, sexual orientation, color, religion, national origin, age, disability, veteran status or genetic information. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.