



*Founded in 1932, and led by internationally renowned Music Director Christopher Warren-Green, the Charlotte Symphony is the largest arts employer in the region. We employ 58 professional full-time orchestra musicians, serve two diverse youth orchestras, and offer significant educational programming for our communities. Today, we continue as a 21st-century orchestra, responsive to and engaged in the narrative of our community, and opting to employ music as a tool for building community, and as an agent for change. Please see below for information on the **Manager of Donor Engagement** position.*

**Position:**                    **Manager of Donor Engagement**  
**Department:**            Development  
**Status:**                     Exempt  
**Reports To:**              Vice President of Development  
**Date:**                        September 2021

#### **Position Summary:**

The Manager of Donor Engagement is responsible for cultivating, developing, and overseeing relationships with existing donors and new prospects in support of the CSO's strategic objectives. Specifically, the Manager of Donor Engagement coordinates the Charlotte Symphony Orchestra's annual fund campaigns, and develops and implements strategies for securing financial support from a portfolio of new and renewing individual donors.

Reporting to the Vice President of Development, the Manager of Donor Engagement works independently but collaboratively as a member of the CSO's Development team to professionally and clearly articulate the CSO's vision and funding priorities verbally and in writing to prospects and donors.

#### **Essential Functions:**

- Contribute to success of CSO's overall fundraising goals through comprehensive planning and management of CSO direct mail campaigns, including: writing letters, emails, and social posts, coordinating all graphic requests and printing needs with internal and external resources, and soliciting musicians, staff and Board members for contributions to letter campaigns.
- In consultation with the Vice President of Development, establish annual fundraising goals, objectives, and strategies, and regularly assess progress towards goals. Using the established strategies, meet the fundraising goals through stewardship and solicitation of an assigned portfolio of donors.
- Fully utilize Donor's Edge for all development actions and notes with donors and prospects.
- Monitor, analyze and report key annual fund metrics, including donor and revenue growth and retention.
- Collaborate with Database manager to ensure appropriate, timely, and accurate donor acknowledgment and the efficient delivery of donor benefits. Coordinate with members of

the Development and Marketing teams to ensure accurate donor recognition in program books and event materials.

- Prepare all collateral for donor table and donor lounge each week during the season and coordinate the staff schedule for concert duty.
- Attend events and willingly interact with donors at concerts, lunches, rehearsals, and other benefactor events.
- Ensure website information is accurate and up-to-date by consulting with other members of Development team and communicating updates to appropriate Marketing team member, including updating online gift forms for each campaign appeal.
- Assist in CSO Development events including solicitation of sponsors, table/ticket purchasers, and auction items.
- Fully participate in departmental and organizational planning and implementation to ensure the success of the organization.
- Provide assistance to the Development team as needed and requested.

### Skills:

- 3-5 years related experience in Development, preferably in the arts
- Success in annual fund management and broad knowledge of the principles of fundraising
- Interest in and dedication to communicating the CSO's priorities to an external audience
- Excellent oral, written, and interpersonal skills with the ability to initiate and build relationships with prospective individual donors via telephone and in person
- Ability to work both independently and collaboratively, with a talent for building strong and productive relationships across constituencies
- Demonstrated success in organizing work, meeting strict deadlines, and setting priorities
- Excellent organizational, interpersonal, and networking skills with individuals and large groups
- Creative, professional, and entrepreneurial spirit
- Ability to maintain highly sensitive and confidential donor information
- Knowledge of Raiser's Edge and the Microsoft Office suite of products
- Evenings and weekend work required
- **New hires must be fully vaccinated for COVID-19 or be willing to do so within 30 days of employment**

### Applying:

Qualified candidates should send a resume and cover letter to [employment@charlottesymphony.org](mailto:employment@charlottesymphony.org)

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