

## POSITION DESCRIPTION

Position Title: Patron Database Administrator  
Status: Full-Time, Exempt  
Reports To: Vice President & Chief Advancement Officer

The Jacksonville Symphony seeks a full-time Patron Database Administrator to manage the CRM software, primarily for development purposes and in support of institution-wide database management and revenue processing and reporting. This position reports to the Vice President and Chief Advancement Officer.

The primary responsibilities include but are not limited to: Gift entry (daily cash receipts, pledges etc.), Gift acknowledgements (master letters, payment installment letters etc.), and Pledge Billing. The Patron Database Administrator will also be responsible as the *Departmental Power User* regularly interfacing with our CRM provider Tessitura for building and mapping Development Funds, Campaigns and Appeals; Special Event Set up and tracking; auto-billing; list extraction, and Campaign giving comparison report tracking.

In addition, the Patron Database Administrator will onboard and train new users to Tessitura acting as the primary point of contact with Tessitura for help desk ticketing and billable hours management. Work with Finance to reconcile monthly financials, assist with the annual audit, conduct batch reconciliation, and maintain development back up and paper files. Produce standard and customized reporting and maintain accurate data and related controls, including various compliance updates, associated with Tessitura required for the effective and efficient application of the software. The Patron Database Administrator will collaborate with the President and CEO, Vice President and Chief Advancement Officer, and Chief Financial Officer, plus cross-functional team members to support institution-wide database initiatives and revenue reporting as required.

Desired traits, characteristics, and qualifications.

- Bachelor's degree or related experience required.
- Experience with the Tessitura software system preferred but not essential. Experience with a CRM/fundraising database system required.
- Ability to maintain elevated level of organization and attention to detail, to create processes, to manage several projects at once, and to meet deadlines.
- Proficiency in database management, Microsoft Office Suite, and other computer skills.
- Ability to work across departments in collegial manner.
- Elevated level of discretion and ethical approach managing sensitive financial information.
- Effective communication skills including the ability to communicate complex data into simple and understandable information both verbally and in written/report output.
- Superior attention to detail.
- Ability to think creatively and analytically.

The Jacksonville Symphony offers a competitive salary. This position is eligible for full benefits including medical, vision, life insurance, long-term disability, and a 403(b)-retirement plan. Proof of COVID-19 vaccination required.



**COURTNEY LEWIS**  
MUSIC DIRECTOR  
HASKELL ENDOWED CHAIR

**DONALD A. BALDWIN**  
CHAIR

**STEVEN B. LIBMAN**  
PRESIDENT & CEO

## About the Jacksonville Symphony:

*Our mission is to enrich the human spirit through symphonic music.*

As Music Director Courtney Lewis begins his eighth season on the conductor's podium, the Jacksonville Symphony celebrates the 2022/23 season that promises another year of exemplary symphonic music. Each season, the Symphony reaches over 100,000 individuals through almost one hundred performances in Jacoby Symphony Hall and in communities throughout Florida. The Jacksonville Symphony is also committed to the creation of original music and has embarked on an ambitious plan to commission five original compositions between the 2021/22 and the 2023/24 seasons.

The Jacksonville Symphony is one of Northeast Florida's most important cultural institutions. Founded in 1949, the Symphony now enjoys a national reputation, regularly heard on more than 250 public radio stations across the country on Performance Today. Combined with performances aired on Jacksonville's public radio station WJCT and the organization's continually growing streaming program, the Symphony reaches over 60,000 individuals annually through these digital channels. The Symphony's performance home, Robert E. Jacoby Symphony Hall, is an acoustic gem and offers an intimate and acoustically superior concert experience. Each year thousands enjoy the Symphony's performances both at Jacoby Symphony Hall in the Jacksonville Center for the Performing Arts and at venues located throughout the state of Florida.

The Symphony is a crucial leader in the community for music education, serving four county school districts and over 35,000 students. In addition to offering free tickets to children under the age of eighteen for selected Florida Blue Classical concerts, and other special youth pricing, there are several programs to foster music education.

Led by Symphony Assistant Conductor Kevin Fitzgerald, the Jacksonville Symphony Youth Orchestras (JSYO) serves more than three hundred talented musicians from all over Northeast Florida. The six levels of ensembles enable the JSYO to serve the needs of all musicians with individualized, ability-specific instruction. JSYO enriches orchestral instruction by guiding young musicians with quality musical instruction, improving skills, and maintaining the highest standards. In June 2018, the Jacksonville Symphony Youth Orchestras embarked on its first national tour as one of only three student orchestras invited to perform in the Los Angeles International Music Festival at Walt Disney Concert Hall.

Over the years, the Jacksonville Symphony has hosted some of the most renowned artists of the music world including Isaac Stern, Benny Goodman, Duke Ellington, Marilyn Horne, Luciano Pavarotti, Itzhak Perlman, Kathleen Battle, Mstislav Rostopovich, Audra McDonald, Joshua Bell, Lang Lang, Alisa Weilerstein, Branford Marsalis, Renée Fleming, and Jean-Yves Thibaudet.

## To Apply:

To apply for this position, please submit in PDF format a resume and cover letter of introduction outlining your specific experience and qualifications to Bryan de Boer, Vice President, and Chief Advancement Officer at [HR@jaxsymphony.org](mailto:HR@jaxsymphony.org). No phone calls, please.