



POSITION DESCRIPTION

Position Title: Manager of Individual Giving and Corporate Engagement
Status: Full-Time, Exempt
Reports To: Vice President & Chief Advancement Officer

Position Summary:

The Jacksonville Symphony Development Department raises funds through donations from individuals, corporations, foundations, the public sector, and special events to support artistic and educational programming and general operating expenses. The Manager of Individual Giving and Corporate Engagement will oversee all non-Board individual giving, primarily focusing on donors giving up to \$10,000 annually and managing the Conductor's Club membership program and benefits for individuals. In addition, they will provide administrative support for the Business Partnership program including concert ticket fulfillment, recognition detail, proposal management and invoicing.

The Manager of Individual Giving and Corporate Engagement will be responsible for donor analytics, reporting, and data management with personalized attention to current donors and prospects. They will work closely with the Vice President and Chief Advancement Officer and others supporting all development operations involved with the attraction and retention of individual and corporate donors and prospects. This position requires excellent people skills, customer relations data management experience, effective communication, customer service skill and the demonstrated ability to support fundraising goals. The ideal candidate will be initiative-taking, well-organized and possess a professional manner that well represents the Symphony in the community. Knowledge of the local fundraising ecosystem and appreciation for music is a plus.

Responsibilities:

- Provide concierge-like support to the Conductor's Club individual giving program including activities such as: direct mail, phone calls, research, and benefit fulfillment.
- Provide concierge-like support to the Business Partner giving program including activities such as: benefit fulfillment, proposal creation and follow-up, invoicing, research, direct mail, and phone calls.
- Develop and implement strategies for cultivation, solicitations, and stewardship for new and existing individual donors giving up to \$10,000, including maintaining an active calls schedule.
- Maintain and manage a portfolio of donors, conducting regular in person/virtual meetings and other communications.
- Develop and manage a robust prospect pool using the customer relationship database to identify and cultivate new leads, deepen existing relationships, and convert ticket buyers into donors.
- Develop and administer reporting and analysis of data that provides insight to the depth of development portfolios and giving program strategies.
- Ensure consistent donor-focused service and benefit fulfillment at every touch point by collaborating closely with staff, attending concerts, engagement activities and events, maintaining the professional and positive image of the Symphony, and overseeing copywriting, printing, and distribution of donor collateral materials associated with the Symphony's donor programs.

- Build and manage the communications strategy for prospects and donors including appeals brochures, direct mail, and email.
- Collaborate with Marketing to deliver streamlined communications, incorporating key development strategies and messages as needed.
- Develop stories and write copy for quarterly Donor Newsletter and the Annual Report.
- Maintain donor records including touchpoints, donor plans, and related development material in the customer relationship database.
- Performs other responsibilities as requested or assigned by management.

Qualifications:

- Bachelor's degree preferred or related experience.
- 3-5 years of successful experience in fundraising, communications, customer service or related field.
- Must be able to communicate with a variety of audiences, be able to work as part of a high-functioning team and possess a passion for the Symphony's role in the community, as well as the desire to share it with others.
- Ability to aggressively and consistently follow up and follow through, with determined self-motivation and autonomy.
- Donor database experience required; Tessitura experience preferred.
- Diplomacy in handling sensitive and confidential information.
- Ability to establish and maintain good working relationships throughout the organization and with external constituencies, including donors and other external stakeholders.
- Excellent written and verbal communication and presentation skills compelling donors to action.
- Responsible, dependable, and able to work daytime, evenings, and weekends.
- Proficiency in database management, Microsoft Office Suite, and other computer skills.
- Knowledge of customer relationship databases and appreciation for music is a plus.

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.](#)

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 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 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 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 Grant O'Brien, 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. No phone calls, please.