



JOB ANNOUNCEMENT: DONOR INFORMATION SPECIALIST

Job Title: Donor Information Specialist
Department: Development
Reports to: Vice President of Development
FLSA Status: Non-Exempt

SUMMARY

The Donor Information Specialist's key responsibility is the management of the donor database, processing of donor contributions, and producing all acknowledgment letters. This position creates any lists/queries/extractions/reports needed by Development staff and others, and responds to donor requests and inquiries as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage donor database, which includes but is not limited to:
 - Enter all contributions (daily checks, bank lockbox, online donations, ticket renewal gifts, credit cards, telefunding, etc.)
 - Enter all pledges
 - Post gifts/pledges to ledger and produce batch posting report
 - Make all contribution adjustments through batches
 - Produce all acknowledgment letters
 - Produce lists, queries, extractions, reports as needed for direct mail, telefunding, invite lists, etc.
 - For each fiscal year, set up rules for campaigns, funds, appeals, acknowledgment letter templates, designations
 - Set up sources as needed
 - Manage/update donor records as needed to maintain accurate information (correct address, phone, email, spouse name, company contact name, program book listing, matching gift information, soft credit information, giving membership information, etc.)
 - Complete all end-of-old-fiscal year/beginning-of-new-fiscal-year tasks required in database
- Complete all required documentation and process matching gift requests
- Run list of recent donors \$500+ for Executive Assistant/Executive Director (weekly)
- Run list of recent KCS Chorus donors and send to Chorus President (weekly)
- Schedule merges of duplicate records as needed
- Respond to donor phone calls as needed
- Assist with mailings as needed
- Assist with donor hospitality suite set-up and take-down as needed
- Assist with monthly revenue reconciliation between Development and Finance
- Generate lists for concert program books
- Code all department bills and submit to Finance
- Assist at donor events as needed
- Monitor select tasks of in-house Development volunteers and interns as needed

DONOR INFORMATION SPECIALIST

QUALIFICATIONS:

Education and/or experience: Bachelor's degree; three years experience; computer proficiency in Microsoft Word, Excel, and Outlook; knowledge of donor database preferred (Raiser's Edge, Tessitura).

Language skills: Must have strong oral and written communication skills.

Reasoning ability: Must have strong organizational and time-management skills; must be a self-starter and able to take initiative when needed; must be a problem solver; must have ability to manage multiple tasks; must be able to work under pressure; must have strong attention to detail.

Physical demands: Must be able to lift and carry supplies up to 25 lbs; must be able to climb stairs; must be able to drive a car; must be able to sit at a desk and operate a computer for prolonged periods of time.

Work environment: Position is located in an office that is generally quiet but not private. It is sometimes necessary to attend meetings in theatre facilities that have stairs and no elevators.

Other: Exemplary work habits and a personable, professional demeanor.

SUPERVISORY RESPONSIBILITIES:

This position does not have supervisory responsibilities.

TO APPLY

Please send cover letter and résumé to Alex Shapiro, Kansas City Symphony Vice President of Development, at ashapiro@kcsymphony.org, or by mail:

Kansas City Symphony
Attn: Alex Shapiro
1703 Wyandotte, Suite 200
Kansas City, MO 64108

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