



**Job Title: Development Operations Associate**

**Department: Development**

**Reports to: Associate Director of Development**

**FLSA status: (exempt or nonexempt) exempt**

**Date prepared: July 2025**

### **SUMMARY**

The Development Operations Associate supports the Symphony's Development department with operational and logistical coordination, volunteer management, gift processing, event support, and other activities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following:*

#### **Volunteer Engagement**

- Manage office and event volunteers. Responsible for all volunteer recruitment, cultivation, evaluation, and stewardship.
- Assist with coordinating office and event volunteer needs throughout the organization, including task lists and staffing needs.
- Assist the Associate Director of Development and the Director of Development in recruiting and managing interns, coordinating requests within the Development team and throughout the organization.

#### **Administrative**

- Coordinate donor hospitality suite needs for Symphony concerts as scheduled with the Kauffman Center for the Performing Arts, using sound judgment in coordinating volunteers, catering needs, and department staffing.
- Oversee hospitality suite set-up, take-down, and staffing concerts as needed.
- Assist the Development team in project management and implementation, including data management projects at the direction of the Associate Director of Development.
- Provide some administrative support for the Chief Development Officer as needed.
- Assist with gift processing, thank you letters, and additional data projects to maintain database accuracy.
- Assist with Tessitura reporting and record maintenance.
- Assist with donor mailings and benefit fulfillment duties in support of Individual Giving.
- Track donor event activity, including invitation responses, attendance, and follow-up as required.
- Help staff events onsite or at other locations

### **QUALIFICATIONS:**

- Language Skills: Excellent written and oral communication skills required.
- Ability to thrive within a small, non-profit environment.
- Other desired skills include event management, project management, and data entry.

### **EDUCATION AND EXPERIENCE:**

- Bachelor's degree (or equivalent experience)
- At least one year of office experience – including familiarity with the Microsoft products
- Volunteer management, interpersonal skills, time-management, and organizational skills also preferred.

### **OTHER:**

- This position does not supervise other employees.

- Perform other duties as assigned

#### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Current, valid driver's license

#### **PHYSICAL DEMANDS:**

- This position requires the ability to sit or stand at a desk and operate a computer for prolonged periods of time.
- Must be able to lift up to 35 pounds without assistance.
- Will be required to navigate stairs and drive a car.

#### **WORK ENVIRONMENT**

- Position is located in an office.
- It is sometimes necessary to attend meetings at the Kauffman Center for the Performing Arts or other off-site locations.
- In addition to regular office hours (Monday-Friday, 9 a.m.- 5 p.m.), some weekend and evening work is required.

The Kansas City Symphony is an Equal Opportunity Employer. We encourage applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, age, national origin, marital status, disability, or veteran status.

#### **APPLICATION PROCESS**

Interested candidates should submit a resume and cover letter addressed to Daniel Morel, Associate Director of Development, at [dmorel@kcsymphony.org](mailto:dmorel@kcsymphony.org).