



*Alive through great music!*

Carolyn Kuan, Music Director

## POSITION DESCRIPTION

<b>Position Title:</b>	Assistant Manager, Donor Engagement
<b>Department:</b>	Development
<b>Reports to:</b>	Director of Development
<b>FLSA status:</b>	Exempt/Salaried
<b>Working hours:</b>	May Include evening and/or weekend hours

### **About Us:**

The mission of the Hartford Symphony Orchestra is to enrich lives and community through great music. The HSO is Connecticut's premier musical organization, the second largest orchestra in New England, and widely recognized as one of America's leading regional orchestras. The Hartford Symphony Orchestra named Carolyn Kuan as its tenth music director in January 2011; she is the first woman and youngest person to hold this title. The HSO captivates and inspires audiences of all ages by presenting more than 100 concerts annually, including programs such as Masterworks, POPS!, Sunday Serenades, HSO: Intermix, Discovery Concerts, Symphony in Schools, Musical Dialogues, the Talcott Mountain Music Festival, and more. The HSO aims to deliver uniquely powerful and emotional experiences that transform the spirit, and to help create vibrant communities in the Greater Hartford area.

### **Position Summary:**

The Assistant Manager of Donor Engagement executes and manages the annual fund programs, including, direct mail, Telefunding, all donor communications, email appeals and donor acquisition. This position is also responsible for helping to plan and oversee donor events and HSO special events.

### **Responsibilities:**

#### **Annual Fund**

- Manage and execute an aggressive annual fund program via direct mail, tele-funding, email, on-line and in-person visits/solicitations.
- Execute all strategies for donor communications (e.g. direct mail, in-house anniversary mailings, pledge reminders, quarterly newsletter).
- Execute a comprehensive annual plan for the solicitation of donors and prospects.
- Work closely with Development Coordinator to pull critical information from Raiser's Edge to analyze and interpret statistical data to effectively forecast strategies and develop programs that will maximize gifts to the Hartford Symphony Orchestra.
- Execute all strategies with respect to gift acquisition, renewal and stewardship of annual fund donors including the planning of stewardship events, donor trips, and other initiatives.

- Contribute to vision for and execution of new and existing donor engagement activities to provide exceptional donor experiences. Execution of all strategies for donor engagement including development of all donor materials (donor benefit cards, ticket vouchers, benefits matrix), fulfillment of donor benefits (which often requires coordination with box office).
- Plan and supervise all aspects of the Telefunding campaign. Write scripts, and track and analyze Telefunding figures.
- Attend Symphony concerts and events, as well as other civic and cultural events in the community, where appropriate; represent the Hartford Symphony Orchestra as requested.
- Maintain and track development budget regarding expenses for design, printing, mailing, postage and event-related expenditures, tracking, invoicing and executing all check requests.
- Maintain inventory of all HSO stationery for all departments within the organization.
- Requires an understanding of how the job fits into the “big picture”.
- Performs other duties as required.

### **Special Events**

- **Internal/External Donor Events**
  - Coordinate the creation of event invitations, programs, signage, registration lists, nametags, and other printed materials as appropriate (e.g. First Rehearsals, Invited Dress Rehearsals, Musician Sponsorship event, Musician Host event).
  - Arrange food and beverage, layout, appropriate décor and any audio-visual needs for each event.
  - Send timely communications including invitations, event reminders, and thank you’s to all attendees
  - When applicable, coordinate/plan all off-site trips or excursions including: work with the designated venue, food provider, transportation entity and/or travel agent.
  - For all events, manage team to ensure all other details are met, including tracking RSVP’s.
  - Develop personal relationships with event attendees, supporting all fundraising programs.
- **Bravo! Gala**
  - Help prepare agendas, meeting materials, and any necessary meeting requirements (lunch, etc.) for meetings of the Bravo! Committee.
  - Facilitate creation of all gala collateral material including: save the date cards, invitations, auction item signage, power point displays, support materials, packaging, displays and associated materials.
  - Prepare budgets and keep track of event finances including check requests, invoicing, and reporting.
  - Manage execution of the event and coordinate with in-house production staff and Gala consultant, and direct all HSO staff assignments for the event.

### **Education and/or Experience:**

- Bachelor’s degree plus two to four years’ experience in development/fundraising or other relevant experience

- Highly motivated self-starter, with strong organizational skills, and ability to work well in a team setting
- Knowledge of Raiser's Edge 7 strongly preferred
- Superior writing and verbal communication skills
- Possess ability to work on multiple projects simultaneously, set priorities, and meet short deadlines.
- Make excellent first impression and develop sound, enduring relationships with a broad range of people, including high-level individual, corporate and community leaders.
- Event-planning experience strongly preferred

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The successful candidate will embrace the essential components of a strong team, including open communication, trust, respect, loyalty, and shared vision. Additionally, to perform the job successfully, an individual should demonstrate the following competencies:

- **Initiative:** Level of interest in role development, degree of motivation, and willingness to improve performance and increase job knowledge; ability to solve problems. Volunteers readily; undertakes self-development activities; seeks increased responsibilities; looks for and takes advantage of opportunities; asks for help when needed
- **Work Habits:** Demonstrates commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs and duties.
- **Continuous Learning:** Assesses own strengths; seeks feedback to improve performance; pursues training and development opportunities; strives to continually build knowledge and skills. Readily accepts changes in ways of performing present job functions.
- **Computer Savvy & System Building:** Adapts to new technologies; evaluates as potential solutions to existing challenges; works to develop additional technical knowledge and skills.
- **Business & Organization Knowledge:** Having knowledge of Hartford Symphony Orchestra's business involves understanding our industry and how the incumbent's employee's position and knowledge plays an important role in the success of the organization.
- **Planning and Organization:** Ability to schedule workload, set priorities, and manage time in order to complete assignments and fulfill responsibilities. Uses goals to guide actions.
- **Judgment:** Uses discretion in making decisions within the scope of their job. Refers decisions beyond this scope to supervisor. Discretion in handling confidential material.

- **Leadership:** Consistently accomplishes the expected objectives and takes on extra tasks or projects as necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same.
- **Creativity and Innovation:** Able to challenge conventional practices; adapts established methods for new uses; pursues ongoing system improvement; creates novel solutions to problems. Ability to be self-directed.
- **Presentation & Communication Skills:** Includes the ability to express ideas effectively whether face-to-face or in writing in both individual and group situations. Presentations are conveyed in a clear and concise manner to the audience. Adjusting tone and terminology to the needs of the audience. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- **Organizational Goals:** Individual's level of understanding of organizational objectives, relative to role, and how well individual accomplishments and actions support the organization in achieving its goals.
- **Building Effective Teams:** Creates a participative working environment using empowerment; facilitates discussion before decision-making process in complete; acknowledge team members' individual competencies, celebrate successes.
- **Direction Setting:** Good direction setting involves securing relevant information and identifying key issues and relationships from the information. It also includes setting priorities, allocating proper amounts of time to activities, and staying aware of interrelationships among activities.
- **Fiscal Responsibility:** Utilizes finances, budgets, facilities, equipment, supplies, and materials efficiently and effectively to support the needs of the department and organization. Follows budget procedures and meets deadlines

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is occasionally required to stand and may occasionally lift and/or move up to 25 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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*The above statements are intended to describe some specific duties and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

*The HSO is a Not-For-Profit, Equal Opportunity Employer, proud to serve Connecticut and its citizens. The Hartford Symphony Orchestra is committed to creating a diverse, equitable, and inclusive work environment, and strongly encourages BIPOC, members of the LGBTQ+ community, immigrants, and differently-abled candidates to apply.*

***Please submit resumes to:***

*Hartford Symphony Orchestra*

*c/o The Bushnell Human Resources Department*

*166 Capitol Avenue*

*Hartford, CT 06106*

*Or email to: [jobs@hartfordsymphony.org](mailto:jobs@hartfordsymphony.org)*