



DEVELOPMENT & OFFICE MANAGER

Job Title: Development & Office Manager
FLSA Status: Full-Time, Exempt
Job Location: Santa Rosa, CA
Reports to: Director of Development

Overview: The Santa Rosa Symphony is one of the Bay Area's leading nonprofit performing arts organizations. With a \$5 million operating budget, the Symphony presents over 40 performances along with a robust portfolio of music education programs that inspire and engage 50,000+ people each season. The Symphony seeks an experienced, organized, and motivated professional to join the organization as Development & Office Manager. The Development & Office Manager will play an integral role within the Development Department as it achieves important fundraising and donor relations goals in support of the orchestra's artistic and educational programming, while also providing exemplary day-to-day management of fundraising and office operations. The Development & Office Manager will report to the Director of Development, and work closely with the Development Associate and entire administrative team.

Job Duties and Responsibilities:

Development

- Support Director of Development in the design, implementation, and management of annual donor cultivation, solicitation, stewardship, and benefits strategies.
- Process donation transactions on a daily basis, as needed.
- Assist Director of Development with organization and execution of cultivation, stewardship, and special events, and assist in special projects.
- In collaboration with Development Associate, manage annual grants activities, including submission of applications, acknowledgement of grant awards, and interim and final reporting.
- Create, update, and distribute various development reports, as requested.
- Research potential new individual, corporate, and foundation funders for the organization.
- Send pledge invoices and/or acknowledgements to donors, as needed.
- Maintain donor recognition lists for the program book.
- Assist Director of Development with the execution of catering special events, including symphony classical concerts donor lounge, luncheons, and donor cultivation events.

Board of Directors

- Assist with organizing meetings, including Board meetings, committee meetings, retreats and luncheons (e.g. location, room set-up, costs, menu, and hand-out materials); notify Board members of same and maintain RSVP lists.
- Attend Board and Donor Relations Committee meetings.
- Update and distribute Board Manual annually.

Office Management

- Serve as first point of contact for informational phone calls and public walk-ins.

- Manage office conference room schedule and master staff calendar of important events and activities.
- Assist Marketing, Finance, and Education Departments with special projects upon request.
- Liaise with IT consultants as they maintain the Symphony's network systems, workstations, and computers.
- Procure and maintain office supplies inventory in accordance with budget, and organize supplies storage.
- Ensure office equipment functions properly; liaise with service technicians, as needed.
- Oversee distribution of incoming mail and packages.
- Submit administrative invoices to Finance Department for payment.

President & CEO

- Assist with correspondence and other requests or projects, as needed.
- Perform other duties, as requested.

Other Responsibilities

- Demonstrate palpable affinity for the orchestra and a commitment to its mission and goals.
- Uphold and respect the confidentiality of donor and patron information obtained with all transactions.
- Maintain a positive demeanor during periods of stress and challenge.
- Adhere to all organizational policies and procedures.

Qualifications:

- 3+ years progressively responsible nonprofit development experience, preferably in the arts sector.
- Bachelor's degree a plus.
- Friendly, responsive, attentive, and patron-centric demeanor in person, on the phone, and in written communications.
- Exceptional attention to detail, verbal and written communication skills.
- Ability to work independently, solve problems, and manage time and projects.
- Strong computer skills, including familiarity with cloud-based platforms such as Microsoft 365, Slack, and Zoom, and experience working in a customer relationship management database system.
- Availability and willingness to work evenings and weekends throughout the year, as needed, for concerts, meetings, and other events.
- Valid driver license.

Working Conditions:

- Ability to sit or stand for prolonged periods of time.
- Ability to work on a computer in an office environment.
- Ability to lift and carry up to 20 pounds periodically.

Position:

The Development & Office Manager is a full-time, exempt position based at the Symphony's office in Santa Rosa. The Symphony offers a hybrid work environment to its administrative employees. In addition to regular business hours Monday-Friday from 9:00am-5:00pm, some weekend and evening hours throughout the year will be required for performances, meetings, and other events.

Compensation:

Salary range for this position is \$67,000-\$75,000, depending on experience. Compensation package includes 100% employer-sponsored health, dental, and vision insurance, 401k plan, and paid vacation, holidays, and sick leave.

To Apply:

Email cover letter and resume as a single PDF by January 26, 2024, to Enid Rickley-Myres, Director of Development, at erickley@srsymphony.org. Include job title in subject line. No phone calls, please.

The Santa Rosa Symphony is committed to providing equal opportunity for all persons employed or seeking employment with the Symphony. Candidates who identify as Black, Indigenous, or People of Color are strongly encouraged to apply. The Symphony will recruit, hire, retain, promote, and otherwise treat all employees and job applicants equally, without regard to race, color, religion, national origin, gender, age, physical or mental disability, marital status, medical condition, sexual orientation, veteran status or any other basis prohibited by applicable law.