



Development Associate Position Description

Position: Development Associate
Status: Full-time / Regular / Exempt
Reports to: President & CEO

POSITION DESCRIPTION

Pacific Chorale, the resident chorus of Segerstrom Center for the Arts in Costa Mesa, CA seeks a qualified nonprofit development professional to serve as its Development Associate. The Development Associate supports the President to identify, cultivate and engage Pacific Chorale's patrons in order to achieve our annual fundraising goals and to build and nurture a thriving community of passionate supporters. This position directly manages the annual fund campaign, with a particular focus on supporting donors who annually give up to \$5,000 to the Chorale. This person is charged with implementing annual email, print and digital campaigns and developing other creative programs to achieve our annual fund goals. In addition, this person will plan and manage the Chorale's annual major fundraising events and several other intimate donor cultivation and stewardship events. Qualified candidates will bring an entrepreneurial approach to enlist new strategies to acquire, renew, retain, and thank our valued patrons. They will also have a deep knowledge and understanding of leveraging CRM platforms as a development resource, preferably with experience working with the Tessitura system.

POSITION RESPONSIBILITIES

Annual Fund Campaign

- Identify, cultivate, and steward contributions from individuals to support the Pacific Chorale's Annual Fund Campaign, with an emphasis on stewarding donors contributing between \$100 and \$5,000 per year
- Collaborate with the President to develop and implement annual fundraising plan, set fundraising goals and manage the Development Department expense budget
- Develop and manage all annual direct mail and online giving campaigns and appeals, including hiring and managing of designers, as needed
- Collaborate with the Director of Marketing and the President to coordinate campaign and communication schedules and manage production timelines to remain on track
- Collaborate with the Director of Marketing to actively engage Pacific Chorale's patrons through email, newsletters, our website, and social media.

Donor Stewardship

- Develop strategies to increase the number of overall donors and annual giving levels for the organization and to move current donors into higher levels of giving
- Develop donor stewardship and benefit strategies and manage donor benefits fulfillment
- Produce accurate and timely donor gift acknowledgements and track donor recognition
- Serve as the first point of contact to most of our donors and deliver concierge-level customer service to our patrons and donors.
- Serve as a resource for the Board of Directors; attend Board meetings and serve as the staff support for the Board Development Committee as requested
- Attend concerts, events, and select concerts in order to develop relationships with our Board, patrons and singers

Donor Research & Prospecting

- Collaborate with the President to identify donor prospects who have the potential to develop into major donors or interest in making planned gifts
- Generate donor lists and segmentation in the Tessitura database to better track and target potential donors
- Collaborate with the President and Vice President/Director of Education on prospect identification, grant preparation, research, and reporting for institutional grant applications and reporting
- Generate frequent campaign and annual giving reports for fiscal year planning, tracking, grant reporting, and Board reports
- Maintain electronic donor files and records including current contact info, gift records, transaction history, donor acknowledgements and correspondences in Tessitura (Customer Relationship Management platform) to maintain accurate donor profiles and giving history

Special Events Management

- Collaborate with the President to plan and manage annual fundraising major events including the Annual Underwriter's Party, Annual Gala, the season-closing Chairman's Dinner and other small salon/donor events, as requested
- Develop and monitor event production budgets and engage and manage event designers, vendors and volunteers, as necessary
- Manage event attendee tracking, registration, and correspondences
- Coordinate the acquisition and collection of auction items

Other reasonable duties as assigned

Qualifications, Desired Skills, Traits & Knowledge

- A bachelor's degree from an accredited college or university
- 3-5 years of progressive experience in nonprofit development, preferably in the arts
- Demonstrated experience with Tessitura or similar CRM platform (such as Raiser's Edge or Patron Manager) required
- Excellent interpersonal verbal and written communication skills
- Demonstrated prior experience providing concierge-level customer service
- Attentive problem solver with excellent self-management skills to work effectively on multiple projects and the ability to shift priorities and react thoughtfully, quickly and calmly to resolve issues in a fast-paced office environment
- Proficient in PC-based Microsoft Office applications: Excel, Word, PowerPoint, and email
- Must be a self-directed individual who also values contributing within a small, but highly collaborative, motivated and dedicated team
- Must possess a high degree of tact, professionalism and discretion interfacing with a wide range of professional and volunteer musicians, Board members and patrons
- Knowledge of classical music and music education strongly encouraged
- Must have a valid driver's license, reliable transportation, and proof of insurance as this person may be required to drive to off-site locations to meet with donors and to support special events during company time
- While the typical work week is Monday – Friday, 9am – 5pm, occasional weekends and evenings to support concerts and special events will be required

Compensation and Benefits

Pacific Chorale offers a competitive salary commensurate with the candidate's experience and qualifications. Pacific Chorale also provides paid health, vision, and dental insurance for all full-time employees, paid vacation, recognized national holidays, an organization-wide one-week paid closure during the year-end holidays and paid sick-time. There is a non-matching 403(b) retirement program available for participant's individual contribution.

Application Process

To apply for this position, please visit: www.pacificchorale.org/contact-us/jobs/ to submit the online application form for the "Development Associate" position and upload a cover letter highlighting your relevant experience and interest for this position and current résumé. Please attach all documents as .doc or .pdf formats.

About Pacific Chorale

The mission of Pacific Chorale is to inspire our community through artistry and innovation in choral music performances and education programs.

Located in Costa Mesa, California, Pacific Chorale has delighted national and international audiences with concerts of great choral music performed at the highest musical standards since 1968. Under the artistic leadership of Robert Istad, the organization produces a series of concerts each year at Segerstrom Center for the Arts, where it serves as the resident choir. Pacific Chorale is recognized for exceptional artistic expression, preserving and performing classical choral music as well as presenting stimulating American-focused programming. In addition to its own substantial performance season and long-standing partnership with Pacific Symphony, the Chorale is sought regularly to perform with the nation's leading symphonies, having performed with such renowned American ensembles as the Los Angeles Philharmonic, the Boston Symphony, the National Symphony, San Diego Symphony, Los Angeles Chamber Orchestra, Philharmonia Baroque Orchestra, and Musica Angelica.

For more information about Pacific Chorale, please visit www.pacificchorale.org.

Pacific Chorale is an Equal Employment Opportunity Employer and actively and enthusiastically seeks a diverse pool of candidates.