



**Job Description**  
**Development Assistant**  
**November 2019**

**OVERVIEW:** The ideal candidate must have a minimum of three years' experience in an administrative position, preferably in an arts not-for-profit. Must be detail oriented and organized, with the ability to handle multiple projects, work efficiently and under pressure. Excellent oral and written communication skills as well as professional telephone etiquette are required. Superior computer skills in Word, Excel, and donor database management are also required. Individual must be able to work independently as well as with a team.

**SUMMARY:** The Development Assistant is a key member to the development operation of the Symphony, assisting the team with research, database management, event management support, administrative assistance, preparing agendas, and managing weekly fundraising reports.

The employee will work closely with the Chief Executive Officer, Patron Advancement Coordinator, and Development & Special Events coordinator in order to provide the best service to prospects, donors, and guests.

**RESPONSIBILITIES:**

***Administrative Responsibilities***

- Create agendas for development team and committee meetings as well as take minutes at each meeting and follow up when necessary
- Provide mailing lists and fundraising reports to development team and CEO
- Compose donor acknowledgment letters in a timely manner
- Proofread and edit for quality assurance on all development documents
- Assist the team with maintaining the development calendar and supporting the team with meeting preparations and follow ups
- Continually improve knowledge of the Symphony and each department: Development, Marketing, Education and Operations
- Assemble packages for external meetings with donors, prospects, key stakeholders, and community partners
- Submit expense reports for Development Department to Finance Department
- Assist with fulfillment of all membership, sponsorship, and donor benefits
- Assist CEO with managing calendar, meeting preparations, travel arrangements, and tracking projects
- Prepare and track donation items in support of other nonprofit organizations

***Development Responsibilities***

- Support the development team with all fundraising campaigns: annual fund, membership and Young Friends of Palm Beach Symphony
  - Annual Fund
    - Execute donor packages for all donor circles
    - Assist in preparing donor-select email communications

- Coordinate special VIP experiences for major donors – backstage experiences, dinner with CEO, musician or Music Director, and invitations to special events
  - Membership
    - Execute membership packages for all members
    - Assist in preparing member-select email communications
    - Coordinate preparation of all invitations for private member events
    - Assist in the preparation process for all private member events
  - Young Friends of Palm Beach Symphony
    - Assist in preparing member-select email communications
    - Assist in the preparation process for Young Friends events
    - Oversee membership renewal process
- Conduct preliminary research on prospective sponsors, foundation, and individual donors
- Assist the development team with solicitations: proofing and editing letters, follow ups for prospects, creating impact sheets, proposals, custom sponsorship decks, and gift agreements
- Assist in the organization, development and assessment of donor cultivation
- Analyze performance of fundraising campaigns to assess effectiveness of acquisition, retention, and upgrades

#### *Database responsibilities*

- Become knowledgeable in all aspects of PatronManager (CRM)
- Maintain donor records and continually update donor information
- Process all donor-related revenue
- Assist with creating campaigns, workflows, and automated reports in PatronManager
- Provide reports to Finance Department for reconciliations

#### *Special Event Responsibilities*

- Assist with creating, managing, implementing, and executing all special events including, but not limited to:
  - Holly Jolly Symphony Fête in December
  - Gala in February
  - Swings for Strings Golf Invitational in May
  - Private member dinners throughout the season
  - Young Friends of Palm Beach Symphony events throughout the season
  - Other events for donors and prospects throughout the season
- Work with development team to oversee all steps for event arrangements, including but not limited to:
  - Invitation mailings: drafting, approval process, printing, and mailing
  - Income processing
  - Drafting follow up communications
  - On-site event assistance including registration, greeting guests, and processing tickets
  - Assisting with proper follow ups after the event – sponsor recaps, thank you letters to guests, and tax-acknowledgments

#### *Misc. Responsibilities*

- Assist with updating season materials such as brochures, impact report, concert invitations, and other collateral

- Work with Marketing Coordinator on data capture, inclusion of appropriate invitation lists for various events, event ticketing and receipting
- Work with Director of Education and Orchestra Operations to ensure that necessary licenses, permits and registrations are renewed and current
- Research factors that affect event scheduling, including, but not limited to season length and holidays (i.e. Easter, Passover)
- Assist the Development Department as needed and perform other duties as required

#### POSITION REQUIREMENTS

- Bachelor degree preferably in Business Management, Arts Administration
- Minimum of two years of work or internship experience, preferably in an administrative position or in a nonprofit organization
- Experience with the greater Palm Beach County community a plus
- Demonstrated excellence in organizational and communication skills, both written and oral
- Experience in communications with a variety of clients, especially with exclusive communities, a plus
- Flexible and adaptable style
- High energy, positive, “can-do” attitude, flexibility, attention to detail and passion for PBS’ mission is essential
- A professional and resourceful style; the ability to work independently and as a team player, to take initiative, and to manage multiple tasks and projects at a time
- Ability to work in a fast paced environment to set and achieve short and long term goals
- Demonstrated ability to think strategically
- Effective at working with others to reach common goals and objectives
- Knowledge of classical music repertoire a plus
- Ability to work evenings and weekends, including some holidays
- Fundraising and/or sales experience a plus
- Must be proficient in navigating the computer; intermediate level knowledge of Microsoft Word, Excel, and Outlook, and a general knowledge of office machines
- Expected to exhibit adaptability, flexibility, self-control and maturity in work and behavior
- Dependable, accountable, professional, respectful, creative, detail oriented, and a team player
- Proficiency working with a CRM a plus
- Proficiency with Adobe Creative Cloud a plus
- Ability and willingness to travel. Reliable means of transportation

**SUPERVISOR:** Chief Executive Officer

Qualified applicants should email a résumé and cover letter to: [careers@palmbeachsymphony.org](mailto:careers@palmbeachsymphony.org) with “Development Assistant” in the subject line.

Please include the following information in cover letter:

- Availability and compensation requirements
- How you learned of the position
- Description of how your qualifications and experience match Palm Beach Symphony’s needs.

*Palm Beach Symphony is an Equal Opportunity Employer and actively seeks a diverse pool of candidates.*

### **About Palm Beach Symphony**

The mission of Palm Beach Symphony is to engage, educate, and entertain the greater community of the Palm Beaches through live performances of inspiring orchestral music. Palm Beach Symphony was founded in 1974 in recognition of the need for a professional orchestra in Palm Beach. The 46th season begins a new era for the orchestra, led by newly appointed and celebrated Music Director Gerard Schwarz.

The Symphony has grown and expanded from its early, small beginnings in 1974. It has worked and succeeded in becoming a key cultural force in the area through high quality concerts and fine dining experiences, social and community events, and educational outreach programs. The Symphony's educational programs include a Children's Concert Series, STEAM, Side-by-Side Concerts, in-school performances, Educational and Teachers Resources, performance opportunities, open dress rehearsals, and tickets for select performances throughout the year – all provided to students of all ages and grade levels at no cost to them.

**SPECIALTIES:** Palm Beach Symphony, Symphony, Nonprofit, Cultural Arts Music, Classical Music, Orchestra, Maestro Gerard Schwarz, Development, Administration, Executive Assistant, Performance