



Gift Processor

POSITION SUMMARY:

The Gift Processor is an integral member of Pacific Symphony's Development team responsible for accurately recording details of donor data and their activity with Pacific Symphony. This work is done utilizing a customer relationship management (CRM) database (Tessitura) and standardized rules and procedures defined by the Pacific Symphony and our Tessitura consortium.

KEY DUTIES AND RESPONSIBILITIES:

- Accurately record details of donor data and activity into Tessitura database utilizing rules and procedures defined by Pacific Symphony and our Tessitura consortium including entries such as:
 - Recording annual fund donations, memberships, special event table/ticket orders and auction purchases
 - Recording pledged contributions and pledge payments
 - Daily transmittal of recorded contributions, adjustments, etc for recording in Finance department
 - Updating donor contact information, recording of premiums as associated with corresponding gift, etc.
 - Review gifts to accurately record to campaign/fund as determined by patron intent and confirmation with Finance and gift solicitor
- Process multiple forms of contributions including checks, credit cards, cash, gifts in-kind, donor advised fund and corporate matching distributions, and gifts of stock
- Generate acknowledgement letters to donors
- Generate daily financial and other periodic reports
- Generate and distribute invoices/pledge reminders
- Generate historical giving records from CRM database as requested
- Adjust recording of donations and pledges as required by Development and/or Finance Departments
- In conjunction with appropriate Finance Department staff, accomplish quarterly reconciliation of Tessitura contribution records and Finance contribution records
- Track donations intended as matching gifts to an existing matching challenge

- Maintain data hygiene through constituent record management activities such as removal of duplicate records
- Provide Telefunding and direct mail appeal reports as directed
- Other duties as assigned

QUALIFICATIONS:

- Must be able to demonstrate a strong skill set to prioritize multiple tasks to meet strict deadlines
- Excellent organization and time management skills; ability to function independently and collaboratively; demonstrated problem-solving skills
- Must have flexibility to work extra hours as needed during high gift volume periods. Must be able to work at our annual evening Gala
- Must have good interpersonal skills, outstanding telephone etiquette, and the ability to interact comfortably with major donors, Board members and others as a "representative" of the Pacific Symphony
- Must have the ability to function as a member of the team to collaborate and maintain a positive work environment
- Individual should be able to demonstrate initiative with the willingness and ability to learn quickly. Ability to utilize mature judgement to communicate and respect confidential information is essential for success in this role
- Must be open to opportunities for development of skills, training, networking
- A successful Gift Processor thrives in a fast-paced, dynamic environment
- Must be highly proficient with Excel, Word, and Outlook and comfortable operating a computer in a networked environment

EDUCATION AND EXPERIENCE

- Minimum of 2 years' experience in a professional environment involving a high-volume data entry
- Experience involving basic accounting principles will be considered a plus
- Prior experience with a CRM such as Tessitura considered a plus

REPORTS TO: Director of Development Operations

STATUS: Full-time, Hourly, Non-exempt

COMPENSATION: Commensurate with experience

BENEFITS OFFERED: Pacific Symphony offers a complete health benefits package, paid vacation and sick leave, paid holidays, and a 401(k) plan, Complimentary tickets

APPLY TO: Please email cover letter and resume to: jliu@pacificsymphony.org

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ORGANIZATIONAL BACKGROUND:

The Pacific Symphony is the largest orchestra formed in the U.S. in the last 50 years and is recognized as an outstanding ensemble making strides on both the national and international scene. Our mission is to inspire, engage, and serve Orange County and the region through exceptional music performances, education, and community programming.

Founded in 1978, Pacific Symphony enriches the human spirit through superior performances of classical and symphonic music. Pacific Symphony is located in Orange County; California's second most populous county, boasting a rich arts tradition strongly supported by an engaged public. The region is a tourism magnet, home of Disneyland, and a major financial and business hub.

Pacific Symphony is a highly dynamic and innovative organization, led artistically by Music Director Carl St.Clair and operationally by President John Forsythe. The Symphony has been designated as a Tier One orchestra by the League of American Orchestras, joining the ranks prestigious orchestra such as the LA Phil, Chicago Symphony, and New York Philharmonic.

In most years, Pacific Symphony presents more than 100 concerts annually and serves 250,000 community members. The Symphony is nationally and internationally recognized for performance excellence, strong community engagement through education and other programming and for commissioned new works by contemporary composers. Pacific Symphony twice received prestigious ASCAP Awards for Adventuresome Programming and was showcased in the League of American Orchestras' nationally released publication entitled *Fearless Journeys*. Pacific Symphony's Class Act elementary school education program has been honored by the National Endowment for the Arts and the League of American Orchestras for its exemplary orchestra education.

Resident for much of the year at the renowned Renée and Henry Segerstrom Concert Hall, the Symphony also presents a summer outdoor series at Five Point Amphitheatre. Music Director Carl St.Clair just celebrated his 30th season with Pacific Symphony, while Principal Pops Conductor Richard Kaufman is currently celebrating his 30th season leading the Pops series.

CORE VALUES:

- Excellence: We strive for the highest quality in performance, community service and organization.
 - Passion: We bring determination, great energy and vitality to our work and project a sense of pride.
 - Education: We seek to ensure greater understanding and appreciation of music by all ages.
 - Engagement: We listen to and believe in involving the community, our artists, and volunteers in shaping the future of music and ensuring its impact on the broader community.
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- Innovation: We embrace and anticipate change, experiment with new practices, and shape the future of classical music.
- Financial Responsibility: We generate and steward programs and resources which meet the needs of present and future generations.

Pacific Symphony values diversity in its workforce and is an Equal Opportunity Employer. All qualified candidates will receive consideration for employment without regard to race, class, religion, country of origin, political belief, (dis)ability, age, gender identity, sexual orientation, protected veteran status, or any factor protected by law.