



**David S. Gross**  
*Executive Director*

100 N. Fifth Street, Reading, PA 19601-3497  
Phone: 610.373.7557 Fax: 610.373.5446  
Web Site: [www.readingsymphony.org](http://www.readingsymphony.org) Email: [info@readingsymphony.org](mailto:info@readingsymphony.org)

**Andrew Constantine**  
*Music Director*

**POSITION TITLE: DEVELOPMENT MANAGER/PATRON SERVICES ASSOCIATE**  
**REPORTS TO: EXECUTIVE DIRECTOR & ADMINISTRATIVE & ARTISTIC MANAGER**  
**WORKS CLOSELY WITH: EXECUTIVE DIRECTOR & ADMINISTRATIVE & ARTISTIC MANAGER**  
**HOURS PER WEEK: 40 STATUS: FULL TIME EXEMPT**

## **JOB DESCRIPTION**

The Development Manager/ Patron Services Associate will play a key role in executing the Reading Symphony Orchestra's *Development Plan by successfully managing the annual fund, creating proposals for corporate sponsors & major donors, recording gifts, and sending acknowledgements and thank you notes.* The successful candidate will work in support of RSO special events by creating and maintaining lists for invitations, track event attendees, and act as a liaison to the RSO League (volunteer group). The Development Manager/Patron Services Associate will work in support of the Executive Director and Development Committee's efforts to achieve the contributed revenue goal established in the budget.

Additionally, the Development Manager/Patron Services Associate will assist in the tracking of subscriptions, taking ticket orders, and offering a high level of customer service to all RSO Patrons.

## **DEVELOPMENT MANAGER RESPONSIBILITIES**

- Support and partner with the Executive Director and board members on all major fundraising initiatives.
- Oversee the RSO Annual Fund by creating lists editing letters as needed and tracking progress.
- Collaborate with the Bookkeeper to reconcile the Symphony's donor records and the financial records.
- Actively work with the Executive Director to develop and implement a comprehensive development plan to include corporate, foundation, government grants, etc.
- Have responsibility to help development proposals; write and archive all proposals with a long-term relationship-management approach.
- Accurately enter donor data (donor information & gift amounts) into fundraising software program (Donor Perfect).
- Monitor all donor information; prepare reports and analysis to Board and Executive Director.

***Discover World-Class Music – Close to Home***

Reading Symphony Orchestra is a 501(c)3 organization, donations to which are tax-deductible as permitted by law. Federal ID: 23-1741046. No goods or services are provided unless otherwise specified. The official registration and financial information of the Reading Symphony Orchestra may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1.800.732.0999. Registration does not imply endorsement. Your continued contributions are greatly appreciated.

## **PATRON SERVICES ASSOCIATE RESPONSIBILITIES**

- Assist the Administrative & Artistic Manager in tracking and recording subscription packages.
- Provide high level of customer service to all RSO Patrons.
- Attend all RSO concerts and be present at the RSO table in the lobby.
- Receive all incoming communications, including phone and mail, ensuring that all parties are dealt with in a professional and courteous manner that will uphold the Symphony's image.
- Process ticket orders in a precise, timely fashion as needed.
- Work with the bookkeeper for payment of orders.
- Update databases accurately.
- Other duties as assigned.

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

- This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

### **Position Scope:**

- Full Time Administrative
- Must be available for concert dates

**Requirements:** Bachelor's Degree required. Strong organizational and communication skills, and a proficiency with Microsoft Office programs. A background in symphonic music and Donor Perfect Software is helpful.

The Reading Symphony Orchestra is committed to equal opportunity in all aspects of employment for qualified individuals with a disability. In accordance with the Americans with Disabilities Act (ADA) and state law, and consistent with The RSO's Employment Opportunity and Harassment-Free Workplace Policies, it is The RSO's policy to provide reasonable accommodations in employment to qualified individuals with disabilities unless the accommodation would impose an undue hardship on the operation of the RSO's business or would change the essential functions of the position.

### **How to apply:**

Qualified applicants should email letter of interest, SAS employment application and resume to David S. Gross, Dir. ed@readingsymphony.org using the subject heading **Development Manager/Patron Services Associate** or mail to: Reading Symphony Orchestra, Development Manager Search, 100 N. 5<sup>th</sup> Street, Reading, PA 19601

The Reading Symphony Orchestra is an Equal Opportunity Employer.