

Development Administrator and Analyst

The Vancouver Symphony Orchestra (VSO) seeks a Development Administrator and Analyst to join its Development Team—a position integral to reaching and exceeding annual revenue targets.

Founded in 1919, the VSO is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO creates, curates, and connects irresistible musical experiences—performing 150+ concerts annually in its home, the Orpheum Theatre, as well as numerous venues throughout Metro Vancouver, and online. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. Maestro Otto Tausk is the Music Director.

The Development Administrator and Analyst reports to the Director of Annual Giving and is an essential contributor to crafting a positive donor experience. They will manage and maintain the ongoing use of the VSO's donor database, improving the quality and integrity of data and usage of Tessitura. The position will focus specifically on the daily management of the donor database, including data input/output of donations, thank you letters and tax receipts, provide reports, lists and analysis from constituent data, and provide other constituent correspondence as needed. You will work in close coordination and cooperation with the entire fundraising team.

Job Duties:

- Provide database administration to assure that the Tessitura database supports the transactional and informational needs of the VSO.
- Develop, document, and implement procedures to guide accurate data entry, gift processing, pledge management, acknowledgements and tax receipts, and reporting
- Manage and maintain pertinent contact information in the Tessitura database
- Oversee and support donation data processing and tax receipt creation
- Analyze donation analytics to guide future business decisions and prospect identification
- Perform monthly, quarterly, and annual financial reconciliation and scheduled maintenance of the database
- Produce Tessitura reports, queries and exports as needed, including SQL scripts
- Maintain quality control over all Development Tessitura entries, including coding structure, duplicate records, typos, inconsistencies, etc.
- Generate mailing lists for direct mail appeals and campaigns
- Create and maintain all existing reports and dashboards, and work with users and management to develop and launch new reports and dashboards
- Assist with integration of Tessitura with other business systems and applications used in the organization
- Develop documentation, assist with training materials, and conduct sessions for end-users, including remote offices. Act as a support resource for existing users post-training
- Other duties as required

Competencies:

- A minimum of two years' experience, ideally in a non-profit/fundraising environment or an equivalent combination of education and experience
- Experience in donor/fundraising databases is highly desirable
- Microsoft Office experience, including Word, Excel, PowerPoint, Outlook, and mail merging
- Proficiency in SQL structure a great asset

- Attention to Detail - Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- Client/Customer Focus - Provides superior service to both internal and external customers.
- Communication - Expresses and transmits information with consistency and clarity.
- Organization - Able to create or maintain processes to ensure all relevant information or tools are easily accessible.
- Ownership - Takes pride in the work that is accomplished and understands the function of tasks within the larger picture of the organization. Ensures deadlines are met and work is completed properly.
- Professionalism - Demonstrates professional standards of conduct when governing interactions between individuals in a business environment.
- Resourceful - Responds to difficult situations or workplace requirements by using the available tools and information to support decisions and solutions.
- Time Management - Balances a myriad of tasks; prioritizes duties as needed.
- Demonstrates initiative in a collaborative environment and remains focused in an open and fast-paced environment.
- Ability to exercise independent judgment and discretion in handling confidential materials and interacting with management staff, visitors, and donors.

Please send cover letter and resume to employment@vancouversymphony.ca and include "Development Administrator and Analyst" in the subject line. Applications will be accepted until the position is filled. We thank everyone for their interest but only candidates asked for an interview will be contacted.