

Position:	Development Associate
Classification:	Regular Part-Time, Non-Exempt
Reports to:	Senior Director, Growth & Philanthropy
Effective Date:	May 2022

JOB DESCRIPTION

Summary/Objective

The Development Associate works closely with the Senior Director of Growth & Philanthropy to support donor stewardship and fundraising efforts for the organization. The Development Associate is responsible for gift intake, processing and acknowledgment as well as assisting with prospect research and customer service support for major donors, board members and other key stakeholders. Responsible for donor guest list management, the position plays a key role in the variety of exclusive events Festival Napa Valley hosts throughout the year and has the opportunity to play a more active role in the event planning.

The Development Associate position plays a key part of fulfilling the organization’s public benefit mission of making the arts accessible to all. Candidates must demonstrate an understanding and appreciation of this mission with enthusiasm. Creative, personable, and detail-oriented individuals who demonstrate strong written and verbal communication skills have the opportunity to grow into a full-time position after the 2022 Summer Season. Candidates who possess strong organizational, multitasking, and information-management skills are prime for success.

Essential Duties and Responsibilities

- Maintains donor database, managing data entry to ensure accuracy and integrity; detect and correct or make recommendations to rectify inconsistencies and inaccuracies in data entry.
- Produce donor invoices, process payment intake and ensure timely acknowledgement of all gifts. Maintains recording/uploading of all individual donation record files.
- Conducts prospect research, data accumulation and donor profile creation, including managing President and CEO record additions and updates.
- Maintains donor segmentation lists and assists with donor event campaign management and mailings.
- Assists with invitations and confirmations for private donor events.
- Supports Senior Director of Growth & Philanthropy in processing and servicing festival reservations for the Board of Directors and annual donors.
- Provides incoming phone and email correspondence during festival to manage itinerary changes and updates, includes direct correspondence and service with donors and board members.
- Provides customer service support at donor events, including check-in, guest list management and other tasks as assigned.
- Manages donor benefit delivery during Festival Napa Valley summer season.
- Provides support with auction invoicing and record upkeep.
- Provide back-up customer service support to box office and guest services teammates.

Knowledge, Skills and Abilities

- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Excellent interpersonal, verbal and written communication skills.
- Skilled collaborator and motivated team player.
- Maintains high level of professionalism. Reacts well under pressure and in a fast-paced environment; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Proficient in multiple software and database systems including Salesforce and MS Office Suite of products. Experience with other donor management or ticketing software a plus.

Work Environment

This job operates remotely and in a seasonal production office environment, as well as occasionally onsite at event venues including outdoor settings. This position routinely uses standard office equipment such as computers, phones, printers, filing cabinets and copiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a part-time, seasonal position requiring 30-40 hour per week during general working hours and days, Monday through Friday, 9:00 a.m. to 5:00 p.m. to align with box office hours. This position requires longer hours approaching and during events and some night and weekend work, specifically in July for the summer Festival when box office support hours are extended and night and weekend shifts will be required. Position is eligible for hourly overtime pay according to California law and as agreed upon and approved in advance by supervisor.

Travel

This position may require some local travel. Reimbursement for work related travel is available according to IRS mileage reimbursement rates.

Required Education and Experience

Two to five years' experience working in hospitality, retail, or with a non-profit performing arts organization.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Employment Opportunity

Festival Napa Valley is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by the law.