



Development Associate

FLSA Designation	Exempt	FTE	Part Time
Supervised By	Director, Growth & Engagement	Direct Reports	Part Time, hourly, Remote or Hybrid availability

Position Overview

Festival Napa Valley seeks a detail-oriented Development Associate to strengthen our donor relations and fundraising initiatives. Reporting to the Director, Growth & Engagement, this role serves as a vital link in our development operations by managing gift processing, donor communications, and event support. The Development Associate plays a key role in fulfilling our mission to make the arts accessible to all through meticulous database management and exceptional donor stewardship.

You will directly support our fundraising and earned revenue success, enabling Festival Napa Valley to expand its artistic programming and community impact. By ensuring seamless donor and ticket buyer experiences and maintaining accurate records, you help cultivate the relationships that sustain our mission and bring world-class arts to our community.

Responsibilities

Donor Database Management - 40%

- Maintain donor database with meticulous attention to data accuracy and integrity
- Detect and correct inconsistencies in donor records or recommend solutions
- Process all gifts and generate timely, personalized acknowledgment letters
- Produce donor invoices and maintain comprehensive donation record files

Development Support - 40%

- Conduct prospect research and create detailed donor profiles
- Manage donor segmentation lists and assist with campaign management
- Support donor communications, including invitations and confirmations for private events and auction items, as needed
- Assist with coordination of mailings and other development initiatives

Festival and Box Office Support - 20%

- Process and service festival reservations
- Manage guest lists

- Coordinate closely with front-of-house and production teams to ensure a seamless guest experience
- Generate and track ticket sales reports, supporting revenue monitoring and campaign performance
- Troubleshoot ticketing issues and respond to guest inquiries in a timely and professional manner

Experience

- This is an entry-level position
- Experience in multiple software and database systems, preferably Salesforce and / or Airtable.
- Proficiency in data analytics
- Effective and professional communication skills in person, over the phone, and in writing
- Demonstrated ability to provide excellent guest service
- Highly organized with the ability to manage multiple projects
- Skilled collaborator and motivated team player
- Maintains a high level of professionalism; reacts well under pressure and in a fast-paced environment

\$27-30/hour based on experience