



PITTSBURGH SYMPHONY ORCHESTRA

Manager of Individual Support

Reports to: Director of Development

Supervises: Coordinator of Individual Support

Status: Exempt, Full-Time

Job Purpose

The Manager of Individual Support is an integral part of the PSO's development department and individuals' team. This position manages the PSO's broad-based individual giving.

Essential Duties and Responsibilities

- Manages the PSO's comprehensive broad-based giving campaign from individual prospects. These prospects typically give up to \$1,750 per year and are a crucial to growing the PSO's donor pipeline.
- Manages the PSO's direct mail program which includes both broad-based and segmented asks for support; collaborates with the Development Coordinator and Major Gifts team on best strategy for direct mail for major donors.
- Manage Coordinator of Individual Support who oversees the PSOs telefunding, targeted donor initiatives and digital fundraising strategy.
- In collaboration with Development Coordinator, coordinate the department's moves management process to identify prospects who can increase their gifts.
- Focus on new donor acquisition and retention including and creating an atmosphere with PSO's giving around the impact of participating in the annual fund.
- Implements donor data analysis on a regular basis to inform strategic decision making. Manage metrics to evaluate success and ROI of overall individual giving program, including the direct mail program.
- Manage and grow the "Music by the Month" sustained giving program.
- Primary data entry responsibility for direct mail gifts under \$1,750; back-up role for other parts of the data entry process.
- Manages donor benefit implementation for all individual donors including working with PSO on-site caterer and parking partner.
- Liaise with Manager of Marketing-Subscriptions to plan joint ticket buyer/donor appreciation opportunities strategically focused on retention and acquisition in both areas. Includes creating and implementing Patron Appreciation Month activities.

Required Education, Experience and Abilities:

- Bachelor's degree required
- Minimum 3-5 years of annual fundraising experience with demonstrable track record
- Experience with direct mailing campaigns and donor management software
- Extensive computer skills required. Excellent editorial, written, and verbal communication capabilities, including clear and concise writing skills and attention to detail



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- Experience with data analysis; being able to synthesize large amounts of data and draw strategic conclusions
- Ability to work independently but also as a member of a team
- Ability to meet deadlines and perform well under pressure
- Ability and willingness to work irregular hours, including evenings and/or weekends when necessary

Preferred Education, Experience and Abilities:

- Master's Degree
- Previous work in a nonprofit setting
- Previous supervisory experience
- Familiarity and proficiency in Tessitura

Physical Requirements:

- Ability to work on a computer for extended periods of time
- Ability to operate related equipment, i.e. computer, copier, scanner

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The PSO recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests. Such requests should be directed to Human Resources.

To apply, please send a cover letter and resume to hr@pittsburghsymphony.org