



The **Development Department** is responsible for all fundraising activities of Pacific Symphony including solicitation of donations from individuals and institutions, including corporate, foundation and government entities. The department also manages Special Events associated with fundraising.

**Development Administrative Support Volunteer:** These volunteers assist with day-to-day administrative duties in the department including various clerical tasks, document preparation and mailings, digitization of records, organization of donor files, and list maintenance. The schedule is project-based, with hours between Monday – Friday, 10:00 AM – 5:00 PM. Knowledge of Microsoft Office preferred, detail oriented, with good time management skills needed. Confidentiality and discretion at the highest level is required.

**Stewardship Volunteer:** These volunteers will work as ambassadors of goodwill assisting with outreach to donors through recognition of patron's birthdays, anniversaries, and life occasions, with hand-addressed cards and thoughtful notes. Volunteers will also prepare "surprise and delight" cards to place on donor's seats at performances. Stewardship volunteers may also make thank you calls to donors for new gifts, long-time giving, or a variety of occasions. Hours will vary with the majority of writing and calling responsibilities during the week between 10:00 AM – 5:00 PM. Some jobs may require work on concert nights in the early evening. Good customer skills needed and nice handwriting required for some tasks.

**Research Volunteer:** This volunteer will research individuals and donor prospects to provide profiles on their interests, educational background, community involvement, etc., and prepare research biographies. The job requires research experience, and will be done on a weekly basis during standard working hours.

**Database Maintenance Volunteer:** This volunteer will research and clean up duplicate account records in the Tessitura database, making sure that constituents are identified as duplicate and are able to have records merged. The volunteer will create a CSI that identifies the merged account, verify that the account is merged after weekly merge runs, and investigate accounts that did not merge. Confidentiality and discretion at the highest level is required. Training will be provided and experience with databases is required. The position requires 3 days per week to start, and as needed thereafter. Position is long term.

**Special Events Volunteer:** Working with the Special Events team these volunteers may assist as greeters at special events, preparing special event gifts, and stuffing and mailing invitations. Hours will vary but will primarily be during the work week.

**RSVP Reception Line Volunteer:** The RSVP reception volunteer will manage event RSVP lists which includes checking event voicemails and emails, out-calls or emails to confirm guests and answer questions, and maintenance of RSVP lists.

The volunteer will need to be proficient in Excel, be patient with good customer service skills, and be detailed and organized. Hours are between 10:00 AM – 5:00 PM on a weekly basis.



**Concert Hall Patron Greeters:** Volunteers will greet concert goers as they enter the Concert Hall and engage patrons at intermission, providing exceptional customer service and ability to identify patrons for Development follow-up. The volunteers should have knowledge of the concert repertoire, artists, conductors and programs of Pacific Symphony. This position is best suited to individuals with knowledge of classical music, good public speaking skills, well groomed, enjoy people and understand individual's personal space. Concert evenings from 6:30 PM – 10:30 PM.

**Event Liaison Volunteer:** Working closely with Special Events, this volunteer will help to identify high-tiered donors who would be willing to host concerts at their homes or at various cultural organization sites, and assist with scouting the various concert locations. The volunteer will assist with coordination and logistical planning for these events. Must have strong community and fine arts experience and passionate about music. The position is long-term and as needed.

**Stewardship Newsletter Volunteer:** Possible intern position. This intern or volunteer will be responsible for creating design and content and overseeing production of quarterly newsletter to donors and patrons. Collaborating with other departments, this individual will find story ideas and write articles and stories, compile photos collaborating with other departments. Strong writing and communication skills, design skills, project management and knowledge of stewardship communication required.