

**ZACH Theatre**  
*Position Description*

**TITLE:** Individual Giving Coordinator  
**DEPARTMENT:** Development  
**FLSA:** Non-Exempt

**POSITION SUMMARY:** As a key member of the six-member development team for ZACH Theatre, the Individual Giving Coordinator organizes and administers the theatre's individual gift donor benefits and provides administrative support while working closely with the Individual Giving Manager to reach the Individual gifts goal. Key responsibilities include maintenance of donor relationships, benefit fulfillment, gift processing, prospect research, and help planning Individual Giving campaigns. Works flexible hours, including nights and weekends.

**ESSENTIAL FUNCTIONS:**

- Assists with the management of Individual Giving campaigns as assigned including ZACH's summer Raffle, Amplify Austin Day, and Giving Tuesday.
- In collaboration with the marketing department, develops and executes Individual Giving marketing collateral and communication plans, including gift solicitations, gift acknowledgments, benefit invitations, and other communication touchpoints.
- Coordinates Individual, Board, and other special Campaign funds' development functionality in Tessitura CRM database, including but not limited to constituent entry, gift processing, list management, individual in-kind donations, and other fundraising initiatives.
- Oversees all prospecting and prospect tracking for Individual Giving, including organizing giving history information from Wealth Engine and Tessitura and determining which patron groups will be stewarded through each campaign.
- Process, track and report all gifts and pledge installments and generate timely acknowledgements while also answering inquiries and maintaining reports related to Individual Giving donations.
- Coordinates all Development Committee meetings and communications, including meeting setup, meeting invites and RSVP tracking, and meeting note-taking.
- Assists with coordination of direct mail, telefundraising, subscription, box office, and email solicitations.
- Executes donor cultivation and stewardship events, including maintaining guests lists and providing onsite event support; coordinates all Director's Booth reservations.
- Implement stewardship of annual fund donor benefits across various channels including but not limited to print and digital recognition, concierge ticketing, donor lounge access, parking, events, etc.

**CORE COMPETENCIES:**

- Builds collaborative relationships
- Solves problems resourcefully
- Manages through processes and systems
- Deals with change effectively



**OTHER ACCOUNTABILITIES:**

- All work is performed with reflection of the Mission, Vision, and Values of ZACH Theatre.
- Other duties as assigned by management.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Must be able to stand for long periods, listen and talk on the phone, perform work on a computer, interact with patrons, and lift up to 30 pounds.
- Frequent night and weekend work.

**EDUCATION, LICENSURE, CERTIFICATIONS AND EXPERIENCE:**

- Bachelor's degree in theatre, arts administration, marketing, communications, or a related field, or a combination of education and experience that yield the required knowledge, skills and abilities.
- Preferred 1-3 years of experience in Nonprofit Development.
- Strong preference for candidates with relevant experience in the arts and working knowledge of donor/CRM software. (eg: Tessitura, Raiser's Edge, etc.)

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Professional and personable demeanor with superior time management and attention to detail.
- Excellent verbal and written communication and customer service skills, including donor solicitation and acknowledgment.
- Demonstrated planning and organizational skills, including the ability to multitask and prioritize goals and shifting priorities. Ability to continually develop and refine processes for maximum efficiency.
- Ability to work independently and collaboratively in a fast-paced team environment (within the development department, as well as other administrative and programmatic areas).
- Excellent analytical skills; someone who can maximize database functionality, troubleshoot processes and identify donor trends.
- Clear understanding of basic nonprofit fundraising skills, donor relations, prospect research, and event planning. Working knowledge of the Development function within a performing arts organization.
- Proficient in use of all Google Suite and Microsoft Office programs including Outlook, Word, Excel, and PowerPoint. Demonstrated thorough understanding of donor/CRM software (e.g. Tessitura, Raiser's Edge, etc.). Knowledge of Photoshop and InDesign a plus.

**ORGANIZATIONAL RELATIONSHIPS:**

- Reports to: Individual Giving Manager
- Supervises (if any): Interns and volunteers as applicable
- Supports: Donors, Board trustees, Development committee, Development team
- Peer collaboration/communicates with: Marketing, Front of House, Education, Finance, and Production staff

To apply, send your resume and cover letter to [jobs@zachtheatre.org](mailto:jobs@zachtheatre.org)

