



Join the FWSO as Donor Engagement Manager and help provide outstanding musical performances and programs for our community.

About the Fort Worth Symphony Orchestra:

The Fort Worth Symphony Orchestra (FWSO) stands as one of Texas's leading cultural institutions and one of the most artistically vibrant regional orchestras in the United States. Since its nonprofit founding in 1912, the Orchestra has been a cornerstone of Fort Worth's cultural identity and a vital force within the city's thriving arts community, reaching over 100,000 audience members with a 46-week concert season, a core orchestra of 72 unionized musicians, and an annual operating budget of \$16 million.

Donor Engagement Manager Job Summary:

Reporting to the Vice President of Development, the Donor Engagement Manager supports the entire donor life cycle by developing, maintaining, and strengthening long-term relationships with prospective and existing donors. Through prospect research, inspiring donor communications, meaningful stewardship activity, event support, and record management, this role will increase donor investment and retention to help the Development team reach its ambitious fundraising goals.

Key Responsibilities:

- Identify and assist in donor prospecting, pipeline development, and creation of donor briefs using analytics and research tools.
- In collaboration with frontline fundraisers, execute tailored cultivation and stewardship strategies for individuals and institutions, including recognition listings, thank you calls/notes, gifts, and surprise and delight opportunities, among others.
- Record and update donor interactions and benefit fulfillment in Tessitura, the FWSO CRM.
- Create and manage the donor communications calendar to ensure consistent messaging across platforms.
- Develop messaging and storytelling strategies that articulate mission, impact, and urgency to diverse donor audiences.

- Lead the creation and execution of donor communications, including newsletters, appeals, directories, cases for support, impact reports, email campaigns, donor brochures, event invitations, social media content, and the FWSO website, among others.
- Produce and design visually appealing and branded donor materials.
- Collaborate with the Marketing team to ensure photography and videography needs are met.
- Support donor events through promotional materials, invitations, signage, and help with event execution.
- Develop, design, and collect donor surveys. Based on feedback, adjust stewardship initiatives to support fundraising goals.
- Respond to donor and vendor inquiries and provide exceptional customer service.
- Required evening, weekend work schedule to accommodate donor events and performances.
- Other duties as assigned.

Required Skills/Abilities:

- Understanding of moves management and basic fundraising strategies.
- Ability to nurture and grow donor and vendor relationships through exceptional customer service.
- Passionate about performing arts and can clearly communicate the FWSO's mission and priorities.
- Outstanding written and verbal communication skills, organizational skills, and technological savvy.
- Strong artistic flair with the ability to translate ideas into visually appealing designs.
- Experience developing graphics, illustrations, fonts, and layouts, while incorporating feedback from multiple stakeholders.
- Effectively manage multiple priorities, while meeting deadlines and maintaining high-quality standards.
- A team player who anticipates needs, contributes creative ideas, and proposes solutions.
- Flexible approach and demeanor to align with shifting demands in a fast-paced environment.
- Must be able to work with confidential information.

Education and Experience:

- Bachelor's Degree
- 3-5 years' experience of communications, marketing, or donor relations experience.
- 3-5 years of experience in a performing arts organization preferred
- 1-2 years of Tessitura database experience preferred
- 1-2 years of WordFly and Adobe Illustrator a plus
- Event experience a plus

Physical Requirements:

Sedentary work that primarily involves being stationary up to 75% of the time.

Salary and Expected Work Hours:

This is a full-time position with a competitive salary commensurate with experience. The role is expected to work a minimum of 40 hours per week. Some evening and weekend work is expected of Development staff during the performance season.

Equal Employment Opportunity Statement:

The Fort Worth Symphony Orchestra is committed to performing great symphonic music at the highest level of artistic excellence to educate, entertain, and enhance cultural life. In service of that mission and to create an incredible place to work, the FWSO prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, national origin, gender, gender identity, sexual orientation, age, religion, disability, genetics, protected veteran status or any other characteristic protected by federal, state, or local laws.