

Job Announcement
Interlochen Center for the Arts

Title	Stewardship Operations and Named Scholarship Manager
Location	Advancement
Department Name	Advancement

Description

Interlochen Center for the Arts, one of America's most prestigious institutions for arts education, performance and fine arts is seeking to hire a Stewardship Operations and Named Scholarship Manager for our Advancement office. This position provides high-level logistical and administrative support for the Director of Donor Relations and fosters positive and lasting relationships between Interlochen and its benefactors by providing operational and communication support for Advancement.

Major Duties & Responsibilities

- Project Management for Donor Recognition and Stewardship Operations and Communications (mail and email), including processes, procedures, and projects
- Generate and maintain contact records, reports, campaigns, donor and guests lists from data systems and related apps
- Create and manage Salesforce reports, dashboards, and data analysis tools to enhance tracking and reporting capabilities for donor recognition and stewardship and events
- Draft communications as needed
- Collaborate with others to build dynamic emails and campaigns, and secure all necessary reviews and approvals to support donor recognition and events, as well as Planned Giving, IPR and Annual Fund efforts when needed
- Provide operations and stewardship support for special projects and initiatives, including crowdfunding, campaign-related activities, and events
- Provide event support as needed, including guest lists from Map Anything app, campaigns, invitations, scheduling, briefs

- Provide donor lists for publications, including the Annual Report, Summer Arts Festival Playbill, other performance programs
- Update and maintain Interactive Donor display in the Concourse
- Balance multiple responsibilities at any given time with workflow that ebbs and flows.

Named Scholarships

- Manage scholarship matches with guidance from the Director of Donor Relations.
- Serve as a contact and support for scholarship donors and recipients
- Collaborate with the major gifts team on scholarship stewardship
- Collaborate with Gift Officers, Enrollment Office, Education and the President's Office on Opportunity Scholarships and Partnerships
- Manage merges and logistics for mailings to scholarship donors
- Monitor and provide copy and updates on Concourse case displays and donor lists, programs, including reviews and approvals
- Assign new scholarship funds and notify team of new stewardship efforts
- Work with Director of Donor Relations and Major Gift Officers, managing donor visits with scholarship recipients and events for partner organizations
- Salesforce CRM superuser for scholarship matches, making updates, creating and pulling reports, and giving information to staff on demand
- Supervise summer stewardship and event interns who help collect and document thank you letters and photos from 350+ named scholars, as well as assist with donor visits and events

Additional Responsibilities

- Manage operational support of donor recognition and stewardship projects, with primary responsibility for tracking those projects in Trello and meeting regularly with Marketing and Advancement project managers for review.

- Serve as a data and analytics resource for the donor recognition, stewardship, and events programs.
- Be a superuser and department resource for the following programs: Salesforce (and associated apps such as MapAnything, DrawLoop, MyDay and Apsona, Luminate, Trello, Cirrus Insight, Screenly, Concur, Triplt, and the Microsoft Office suite).
- Serve as a superuser and department resource for the Google platform including email, calendar, Google Hangouts, Chromecast, and standard Google Drive applications such as Google Docs, Google Sheets, and Google Forms, as well as specialty applications such as LucidChart and LucidPress.
- Serve as key resource on Named Scholarship program, matches, outreach and communication, and documentation.
- Work with Advancement staff members to assist with event planning, volunteer management efforts, and other activities as needed throughout the year.

Knowledge and Experience

1. Bachelor's Degree required
2. 3-5 years' experience required, preferably in Advancement or a related field
3. Be tech-savvy and have demonstrated ability to use cloud-based programs and platforms, databases, email and calendar systems, as well as standard software such as MS Office; knowledge of Salesforce preferred but not required
4. Possess strong critical thinking and analysis skills, with the ability to recognize patterns, draw conclusions, spot problems, and be proactive in managing potential issues
5. Be an excellent communicator, collaborator, and team player
6. Have excellent organizational skills and attention to detail, with a high level of comfort working on data-intensive projects
7. Demonstrate ability to interact effectively with diverse groups
8. Be self-motivated and able to operate effectively with limited direction
9. Be tactful and diplomatic, and maintain a high level of confidentiality

To apply, please visit: <http://careers.interlochen.org/employment-opportunities>

Deadline: September 30, 2019