

Tuesday, June 4, 2019

Development Systems Coordinator

Company: Jacobs Pillow Dance
Location: Becket, MA

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TITLE: Development Systems Coordinator

STATUS: Full-time

REPORTS TO: Director of Philanthropic Engagement

DEPARTMENT: Philanthropic Engagement

WORKS WITH: Deputy Director of Philanthropic Engagement, Manager of Institutional Support, Gala & Special Manager, Membership & Partnerships Manager

Events

Jacob's Pillow seeks a Development Systems Coordinator to join the Philanthropic Engagement Department and work closely with/report directly to the Director of Philanthropic Engagement. This position will provide leadership for the department in its use of donor management software. This position will be a vital member of the Philanthropic Engagement team in ensuring proper data entry, donor acknowledgment, and utilization and growth of data-driven initiatives.

ABOUT JACOB'S PILLOW

Jacob's Pillow, a National Historic Landmark and recipient of the National Medal of Arts, is a year-round center for dance and home to America's longest-running international dance festival located in the beautiful Berkshires of Western Massachusetts. The Pillow encompasses the world-renowned international Jacob's Pillow Dance Festival, presenting more than 50 dance companies and over 350 events each summer; The School at Jacob's Pillow, one of the most prestigious professional dance training centers in the U.S.; the Pillow Lab, a residency program that supports new choreography; growing Community Engagement programs that serve local school children, artists, and community members alike; rare and extensive dance Archives, open to the public and available online at danceinteractive.jacobspillow.org, which chronicle more than a century of dance through photographs, videos of performances and talks with artists, costumes, and scholarly essays; and Apprenticeships, a Fellows Program, and an Internship Program that provide professional advancement and training opportunities.

RESPONSIBILITIES

Daily manual entry of gifts and pledges into the database, including coding, copying, and filing

Perform database cleanup and upkeep under the direction of the Salesforce Administrator and utilizing advanced tools

Reconcile all contributed income gifts from individuals with the Business Office according to an established timetable

Generate, edit, print, circulate and file acknowledgement letters, including specialized letters to major donors, using both the donor management software and Microsoft Word

Serve as the primary liaison for donors making gifts online

Facilitate generation of lists, advanced data extractions, custom reports and ad hoc queries

Verify the accuracy of system data and monitor resolution of data faults and errors through a process of weekly quality assurance

Perform selected system administration tasks under the direction of the Salesforce administrator, such as scheduling reports and alerts

ADDITIONAL RESPONSIBILITIES FOR THE RIGHT CANDIDATE

During the Festival as needed, serve as front-line customer service for membership program by working special events and on-campus stewardship efforts

REQUIRED QUALIFICATIONS

Two to three years professional office experience

2 year Associates Degree or equivalent

Previous experience with detailed data entry

Computer proficiency including familiarity with Microsoft office applications such as Excel and Word

Demonstrated organizational skills

Ability to work with agility in a fast-paced environment

Effective oral and written communication skills

Strong attention to detail and commitment to quality

Ability to manage very confidential information with impeccable discretion
Ability to work independently and as part of the Philanthropic Engagement team

PREFERRED QUALIFICATIONS

Experience with Salesforce and/or fundraising databases such as Raiser's Edge
Four to five years professional office experience
Significant data entry experience
Proficiency with Google applications such as Gmail, Google Docs and Google Sheets

TO APPLY

Please email cover letter, resume, and references to hr@jacobspillow.org, with "Development Systems Coordinator" in the subject line.

All inquiries and materials will be confidential. Please do not mail hard copies.

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