



# EUGENE SYMPHONY

## JOB DESCRIPTION

### EXECUTIVE & ADMINISTRATIVE COORDINATOR

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As an integral member of the Eugene Symphony Association's administrative team, the Executive & Administrative Coordinator is responsible for a wide range of organizational and executive support tasks and must work independently with little supervision. The Executive & Administrative Coordinator must be organized, proactive, resourceful, discreet, and thorough.

The Executive & Administrative Coordinator serves as a communications hub for the organization with significant roles in support of Board relations and Development & Fundraising. Comfort and skill with technology is essential, including proficiency in office software programs, such as spreadsheets, databases, word processing, and graphic presentation software.

This position regularly interacts with staff at all levels and with a wide range of constituents, including frequent contact with members of the Board of Directors, volunteers, corporate sponsors, donors, patrons, conductors, and musicians, in a fast-paced environment. Expert written and verbal communication skills, strong decision-making ability, and fine attention to detail are all required. Strong skills are required in Microsoft Word, Excel, Outlook, Publisher, PowerPoint, and Zoom.

Reports to: Executive Director

Supervises: None

#### **Primary Functions:**

##### Executive Director Support

- Review and respond to inquiries, requests, and miscellaneous correspondence as required
- Assist Executive Director in the preparation of presentations for Board meetings or other purposes
- Write/draft and review routine correspondence including acknowledgements and thank-you notes for Executive Director's signature as required
- Manage Executive Director's calendar, maintaining their schedule of activities and meetings
- Answer Executive Director's phone, responding to inquiries or directing requests to other departments as appropriate
- Arrange travel schedule and reservations for Executive Director as requested

##### Board of Directors Support

- Schedule Board meetings and related Committee meetings, ensuring timely, thorough, and consistent communication of meeting dates, times, and locations to all participants
- Coordinate logistics related to these meetings including securing meeting space, arranging for refreshments, any necessary audio/visual equipment, etc., and disseminating agendas, minutes, and other meeting materials to participants

- Assist Executive Director, Board President, Committee chairs, and other ESA staff in the preparation and dissemination of meeting agendas
- Record and draft minutes for various Committees as requested; coordinate the review of draft minutes with the Executive Director, Board Secretary, Committee chairs, and other ESA staff prior to their dissemination to meeting participants
- Assist with planning and execution of the Annual Meeting of the Board of Directors

#### Administrative Coordination

- Answer ESA reception line. Answer door, greet, and assist office visitors
- Order office supplies
- Coordinate Association's administrative calendar, including scheduling meeting space
- Maintain security entry system
- Manage parking permits and passes
- Manage organization-wide mailing, such as postage meter, USPS bulk mail, and Fed Ex account, by running monthly department totals, tracking bulk mail or Fed Ex charges, and serving as the organization contact regarding postage/mail.
- Manage organization-wide phone system including the following tasks:
  - Establish phone lines, equipment, and accounts for new hires
  - Manage and record greetings, directory, and routing path for phone system
- Manage copier machine including ordering supplies, setting up new hires, running monthly totals by department for financial accrual, and serving as main contact with IT support
- Coordinate and plan staff parties or events
- Assist Finance & Administrative Director with new hire onboarding such as ordering nameplates, business cards, and email/server/laptop setup with IT
- Assist Finance & Administrative Director by providing reconciliation reports for Square software, including monitoring transactions for merchandise purchases and audition deposits.
- Provide backup support for Patron Data Coordinator to retrieve and sort daily mail

#### Development

- Work with Executive Director, Development department, and Finance & Administrative Director to create corporate sponsorship proposals and contracts, track prospect cultivation and solicitation, manage agreements for signature using DocuSign, send invoices to sponsor contacts, and track pledge and payment history with PatronManager
- Coordinate sponsor benefit deliverables
- Provide backup support to the Patron Data Coordinator as needed for the following functions:
  - As requested, create, and distribute acknowledgement letters for all contributed giving
  - As requested, enter donations and update information in PatronManager and Greater Giving databases
  - As requested, assist department with donation acknowledgement lists and letters for review, signature, and dissemination
- Assist with creation and distribution of Development collateral (print and electronic)
- Coordinate delivery of donor benefits for individual donors

- Assist with donor event coordination and execution, including but not limited to creating and managing guest lists, generating invitations, recording attendance, coordinating with vendors and partners, and providing on-site support as assigned
- Assist with planning and execution of annual Gala or other fundraising events, concert receptions, and other events as assigned
- Arrange for pick-up of in-kind donations
- Assist with donor and grant research
- Assist with donor stewardship as requested

#### Marketing & Communications

- Provide backup support of website maintenance and updates as needed

#### Music Director Support

- Review and respond to inquiries, requests, and miscellaneous correspondence as required
- Manage Music Director's calendar, maintaining their schedule of rehearsals, concerts, activities, and meetings
- If active, monitor Music Director's public email account, flagging important items for response
- Arrange travel schedule and reservations for Music Director as requested

#### Data Management

- Provide backup support to the Patron Data Coordinator as needed for the following functions using Patron Manager (web-based Salesforce platform):
  - Process donor information to track and analyze giving from individual donors, charitable foundations, and corporate sponsors
  - Reconcile Patron Manager monthly with the Finance & Administrative Director's records in QuickBooks
  - Utilize patron data to create lists and reports as needed for fundraising initiatives or as requested by other Association administrative team members
  - Stay current on updates and best practices for using Patron Manager effectively and efficiently
  - Provide process recommendations and trainings to other Association administrative team members as appropriate

#### Other

- Other duties as assigned

*The Executive & Administrative Coordinator is expected to work occasional late and weekend hours, and is expected to attend all Board, Executive, Finance, and Foundation meetings.*