



Toledo Museum of Art Job Description

Job Title:	Development Services Coordinator
Department:	Development
Reports to:	Development Services Manager
FLSA Status:	Non-Exempt
Employment Status:	Full Time

Since our founding in 1901, the Toledo Museum of Art has earned a global reputation for the quality of our collection, our innovative and extensive education programs, and our architecturally significant campus. More than 30,000 works of art represent American and European painting, the history of art in glass, ancient Greek, Roman, and Egyptian works, Asian and African art, medieval art, sculpture, decorative arts, graphic arts, and modern and contemporary art.

To accommodate the ever growing collection and demand for art education, the Museum campus has grown exponentially since its founding. From its humble first exhibition space in two rented rooms, the Museum has grown to cover approximately 36 acres with six buildings.

Thanks to the benevolence of its founders, as well as the continued support of its members, the Toledo Museum of Art remains a privately-endowed, non-profit institution and opens its collection to the public—free of charge—six days a week, 309 days a year. We are closed on Mondays and major holidays.

SUMMARY

Coordinates all aspects of development events, donor recognition and stewardship activities. Provides administrative support to the Development Director, Development Manager and Development Officers. Updates records and processes gifts using Raiser's Edge, the Museum's customer relationship manager system (CRM).

KEY ACCOUNTABILITIES

- Coordinates donor events in conjunction with the Development Officers and Director's Office, and in conjunction with other Museum departments, including but not limited to, Special Events, Facilities, and Protective Services. Coordination includes all aspects of event management from the planning stages to final execution and follow-up as necessary. Activities include scheduling events using the Museum's Event Management System (EMS), submitting design requests for invitations, and tracking RSVPs using the Raiser's Edge system, among others.
- Assists in maintaining an event calendar in the Development Office.
- Coordinates donor relations and recognition activities such as major gift announcements in publications, recognition signage, and annual report production.
- Assists in maintaining inventory of office supplies as well as Development and Museum collateral used for fundraising activities, including materials in the Museum's storage room.
- Provides administrative support to the Development Director, Development Services Manager, and Development Officers, including but not limited to, assisting with donor invoicing and proposals, and scheduling donor appointments on occasion.
- Assists Development team with administrative tasks and provides phone coverage for the office.



- Supports gift processing and acknowledgments using the Raiser's Edge system. Performs other records management activities as required.
- Performs other duties as assigned or required.

RELATIONSHIPS

- Works collaboratively across all departments and with the executive leadership team.
- Reports to the Development Services Manager and meets with the Director of Development on an as-needed basis.
- Cultivates and maintains donor relationships.

SPECIALIZED KNOWLEDGE, COMPETENCIES, AND ABILITIES

- *Education*—Bachelor of Arts degree or equivalent professional experience.
- *Experience* - Development, administrative and event management experience preferred.
- *Confidentiality* - Acts with integrity and maintains confidentiality in all matters, at all times.
- *Builds Customer Relationships* – Collaborates and interacts effectively with internal and external audiences; proactive relationship management and taking responsibility for customer satisfaction. Develops and uses collaborative relationships to facilitate development goals.
- *Planning and Organizing* – establishes courses of action for self and others to ensure that work, meetings and events are efficient. Prioritizes, schedules and leverages resources as needed; ability to multi-task and manage time efficiently, including meeting deadlines.
- *Attention to Detail* – accomplishes tasks by considering all areas involved, shows concern for all aspects of work with the initiative for follow through.
- *Technical* - Working knowledge of Microsoft Word, PowerPoint, Excel; knowledge of philanthropy databases preferred.
- *Reliability* – Excellent work attendance required.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

Standard open concept office work environment shared with staff, with related phone, computer and printer noise. Position requires ability leverage technology including search databases, smart boards, computer, printer and phone systems; the person in this position frequently communicates with public membership and staff who have inquiries and must be able to exchange accurate information in these situations; the person in this position periodically attends events inside and outside of TMA, with infrequent evenings, weekends or overnight travel.

The Toledo Museum of Art provides equal opportunity for employment and promotion to all qualified employees and applicants. No person shall be discriminated against in employment on the basis of race, color, religion, gender, age, national origin, marital status, disability, sexual orientation, veteran status or any other status or condition protected by applicable federal or state statutes. The Museum is committed to maintaining an environment in which all employees are treated equitably and given the opportunity to achieve their full potential in the workplace.