

Individual Giving Assistant

Now in its 48th year, Spoleto Festival USA is internationally recognized as America's premier performing arts festival. For 17 days and nights each spring, Spoleto Festival USA fills Charleston's historic theaters, churches, and outdoor spaces with performances in opera; theater; dance; and chamber, symphonic, choral, and jazz music. Spoleto's mission is to present programs of the highest artistic caliber while maintaining a dedication to young artists, a commitment to all forms of the performing arts, a passion for contemporary innovation, and an enthusiasm for providing unique performance opportunities for established artists. Beyond its role as a launching pad for young talent, Spoleto also serves as a catalyst for cultural change and has aided in Charleston's flourishing as a top arts and culture destination. The 2024 Season will take place from May 24 through June 9. Spoleto Festival USA is a 501 (c)(3) charitable organization.

Job Description

Spoleto Festival USA seeks a committed Individual Giving Assistant to become a key part of our team in a dynamic, full-time, year-round capacity. This integral role supports the Individual Giving team in various areas including Board contributions, major gifts, Festival Circle, Spoleto Society, designated support, and planned giving. The Assistant will report to the Associate Director of Individual Giving & Major Gifts while also aiding the entire Individual Giving team and the Chief Advancement Officer, ensuring outstanding donor care and the accurate processing and acknowledgment of donations.

The successful candidate will be detail-oriented, proactive, and well-organized, with a comfort level working in a fast-paced cultural setting that values teamwork, collaboration, and adaptability. A passion for Spoleto's programming and mission is vital, as is a personal interest in and appreciation for visual arts. The role demands strong administrative skills and excellent interpersonal and communication abilities, both in writing and speech.

Position Type: Full-time, exempt, and benefit eligible

Hours: 40+ hours; including work nights, holidays, weekends, and extended hours as required; must be available to work on weekends and evenings associated with donor and fundraising events throughout the year and during the Festival

Anticipated Start Date: December 4, 2023

Location: Charleston, SC (onsite)

Department: Development

Reports to: Associate Director of Individual Giving & Major Gifts

Responsibilities

- Serve as the primary administrative support for the Individual Giving sector, acting as the initial point of contact for inquiries regarding the Festival Circle and other giving levels, and serving as a liaison within the Development/Advancement team.
- Assist Chief Advancement Officer with administrative tasks and Board relations.
- Assist the Associate Director of Individual Giving & Major Gifts in implementing the Spoleto Society and Bravo Society programs, as well as managing annual Board giving initiatives.

- Support the Individual Giving & Stewardship Manager in organizing and conducting the Festival Circle, Scene, and Bridge programs and events. This includes managing monthly appeals, membership renewals, event coordination, and tracking member engagement.
- Coordinate planning calendars and timelines for donor events, communication, and mailings, ensuring all activities are executed smoothly.
- Accurately process and record gifts, manage customer data in the fundraising database following Spoleto's standards, and generate prompt acknowledgments for all donations.
- Extract reports and compile mailing lists using the fundraising database and contribute to the development of new database queries and analytical tools.
- Assist with direct mail list management for annual appeals.
- Draft, proofread, and edit donor correspondence, including letters, reports, and proposals.
- Collect detailed information for visit briefings and create research profiles as necessary.
- Maintain comprehensive records of donors and event documentation.
- Offer logistical support for meetings held by the Development team.
- Embrace and efficiently handle additional tasks as needed.

Required Qualifications

- Bachelor's degree in hospitality, marketing, special events, or relevant field, or equivalent experience complemented by administrative, customer or client relations, or event planning skills (including internships).
- Proficiency in Microsoft Office Suite, including Word, Outlook, Excel, Teams, and PowerPoint.
- Strong research and analytical abilities.
- Exceptional interpersonal skills with a professional and friendly demeanor to confidently engage with high-level donors, prospects, artists, senior management, and the Board of Trustees.
- Impeccable accuracy and attention to detail in both written and numerical tasks.
- Discretion when working with sensitive and confidential donor information and records.
- A collaborative spirit, ready to work across departments, and hands-on in executing a variety of tasks.
- An orientation towards data and efficient system management, coupled with strong organizational skills and the ability to clearly articulate the importance of these systems.
- Superior calendar and time management abilities with the capacity to handle multiple projects simultaneously.

Desired Qualifications:

- Experience in a nonprofit organization.
- Experience in the arts and culture sector.
- Working knowledge of Tessitura or similar fundraising databases or CRM systems.

Additional Requirements:

- Position is based in Charleston, SC with the possibility of approved periodic hybrid/remote work. On-site presence is required throughout the Festival period. Travel to various Charleston based venues will be required.
- Flexibility with work schedule, including work nights, holidays, weekends, and extended hours as required; must be available to work at donor and fundraising events throughout the year and during the Festival. Ability to work long days, nights, and weekends with a positive attitude.
- Must be 21 year of age or older as this role will work with and around alcoholic beverages.

- Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, pushing/pulling, ascending/descending (stairs), reaching above the shoulders, lifting of up to 50 lbs., the ability to move between various facilities and venues while carrying materials, and using computer equipment. Must be able to stand for extended periods of time. Assignments may be indoors and/or outdoors.
- Ability to work in a constant state of alertness and in a safe manner.
- Must possess (or be able to immediately obtain upon hire) and maintain a valid driver's license.
- Must be able to pass and maintain a clear background check. Must be able to drive a Festival-provided vehicle.
- Demonstrated commitment to fostering an equitable, accessible, and inclusive environment for Festival staff, artists, audiences, and communities.

Compensation:

Spoletto Festival USA offers a competitive salary and benefits package for qualified candidates. The target salary range for this position is \$40,000-\$45,000. The salary offered will be commensurate with the selected candidate's experience and qualifications.

Full-time Employee Benefits + Perks:

- Comprehensive Medical, Dental and Vision Insurance
- Health Savings Account and Health Reimbursement Arrangement
- Life and Disability Insurance
- 401(k) Retirement Plan with Employer Match
- Employee Assistance Program
- Generous Time Off: Paid Vacation Days + Paid Office Closures (11 Holidays + 23 Office Closures)
- Paid Sick Leave
- Free Onsite Parking
- Complimentary Festival Performance Admission for Staff and Guest

To apply: Please send a resume and cover letter to careers@spoletousa.org, indicating the attention of Individual Giving & Stewardship Manager. Three (3) character references must be provided, including their email addresses. No phone calls, please.

Spoletto Festival USA is an equal opportunity employer and committed to diversity in hiring. Equity is central to our culture, mission, and who we are as an arts organization. Spoletto Festival USA does not discriminate in employment on the basis of an individual's race, color, sex, gender identity, gender expression, genetic information, hairstyles or hair texture, national origin, religion, age, sexual orientation, individuals with disabilities, pregnancy, parental status, marital status, military status, or any other status protected by federal, state or local law. Our greatest strength comes from our ability to come together as unique individuals — come as you are and bring the best version of yourself.

Uncertain if you fulfill every requirement in our job description? Don't let that deter you! If you think you have the potential to shine in this role, we wholeheartedly invite you to apply. At Spoletto Festival USA, we enthusiastically evaluate a wide spectrum of candidates, valuing their diverse workplace backgrounds and experiences. Whether you're entering the world of arts and culture administration, reentering the workforce after a break, contemplating a career shift, or pursuing advancement on your career journey, we're eager to consider you for exciting opportunities within our organization. Your application will be met with appreciation and thorough consideration.