

ASHEVILLE SYMPHONY

POSITION ANNOUNCEMENT

DATE: May 1, 2026

JOB TITLE: Development Associate

REPORTS TO: Director of Development

JOB DESCRIPTION:

The Development Associate works within a highly collaborative development team to meet overall fundraising goals and budgetary needs of the Asheville Symphony. This position provides administrative support and assistance in the acquisition, stewardship, and retention of donors to build and advance lasting relationships that result in donations to the organization.

The Development Associate ensures the smooth operation of the team by managing gift processing and acknowledgments, maintaining accurate donor and prospect records, and conducting research to identify new funding opportunities. The ideal candidate is a self-starter who can prioritize multiple tasks simultaneously in a fast-paced, changing work environment.

This role reports to the Director of Development and works collaboratively with two other members of the Development department, including the Development Manager and Assistant Director of Donor Engagement.

JOB DUTIES AND RESPONSIBILITIES:

Development Communications

- Write and disseminate Development-related emails and letters, including contribution acknowledgements, mission-based updates and event-specific messages
- Maintain and update Development web pages, including sponsor recognition, and the point-of-sale transaction pages for online giving
- Work with Development team and Director of Marketing & Patron Relations to strategize on messaging for donor cultivation, solicitation, acknowledgement, and stewardship

Development Operations

- Become an expert user in customer relationship management database (CRM) to serve as a team leader in gift reporting, database management, and engagement tracking

- Serve as organization's primary gift processor: track, monitor, and maintain accuracy of all giving activity in CRM system
- Maintain and execute a timely gift acknowledgement process, including preparing and mailing acknowledgment letters for all campaigns in a timely manner as directed
- Prepare and disseminate year-end tax receipts and giving summaries as requested
- Ensure accurate donor recognition listings for Program Book and other recognition opportunities/locations (digital, print, and physical signage)
- Assist with the maintenance of all donor records and Development expenses, including both physical and electronic files
- Act as a departmental liaison with ASO's Finance Department
- Manage Development-related print collateral and supplies

Donor Relations

- Serve as a first point of contact for contributors, providing superior customer service: address general development questions including giving levels, benefits, and events
- Assist current high-level donors with ticketing-related requests, including exchanges, seating requests, and comp ticket fulfillment
- In collaboration with the Development Manager, ensure exceptional stewardship of donors and execution of donor benefits, including tracking benefits fulfillment to encourage usage and relationship-building

Special Events

- Support event logistics, including vendor coordination, permits, timelines, contracts, and payments
- Assist with and support Development event preparation and execution as needed, including preparing invitations, tracking RSVPs, and on-site assisting with event setup, breakdown, and other tasks
- Evening and weekend work is required, including for Asheville Symphony concerts and Development events – a generous event leave policy is in place
- Provide general support for the Development department as needed, including other duties as assigned

QUALIFICATIONS & SKILLS

- Minimum of 1 year of professional arts administration and/or Development experience and background in the performing arts preferred
- A bachelor's degree or higher is required. Postgraduate and/or arts administration degree a plus
- Experience with fundraising campaigns across multiple donor channels, including business partnerships, major donors, and annual giving
- Knowledge of, and experience with, CRM systems (e.g.: Raiser's Edge, Tessitura, Patron Manager, etc.) with expertise in reporting and statistical analysis

- Fluency with computer applications such as Microsoft Office, including mail merges, sorting, and reporting capabilities, as well as importing and exporting data between Excel and CRM databases such as Tessitura, Patron Manager, Raiser's Edge, etc.
 - Ability to learn and apply new technical skills
 - Skilled in creating powerful and compelling written and oral communications
 - Experience in managing special events, including annual fundraisers, silent & live auctions, galas, etc.
 - Be able to lift up to 25 pounds and participate in physical activity required for events and to provide patron support
 - An outgoing and professional demeanor that engenders relationships with donors and colleagues
 - Works well independently and on teams, building authentic relationships with donors and partners
 - Self-motivated with a meticulous attention to detail; takes initiative in problem-solving and takes pride in the successful execution and completion of projects
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ORGANIZATION/ORCHESTRA DESCRIPTION:

Asheville Symphony:

The Asheville Symphony is a leader among cultural organizations in a desirable, arts-focused community. In recent years, the Symphony has experienced remarkable growth in artistic excellence, educational and program offerings, and revenue generation, reaching an audience of more than 50,000 annually through ticketed performances, community programming, and music education programs.

The Asheville Symphony produces a variety of musical programs for the benefit of Asheville and the Western North Carolina region. Currently, these programs include 17 classical concerts, 3-4 pops programs, 5 ALT ASO chamber orchestra performances, community engagement programs such as Symphony in the Park in downtown's Pack Square Park, recitals, and a robust music education suite that includes the Asheville Symphony Youth Orchestra, Music in the Schools, Young People's Concerts, Pre-Concert Talks, Hip Hop Folktale Project and more. The Asheville Symphony also produces an acclaimed Artist Residency program and the Asheville Amadeus Festival, a 10-day celebration of arts, culture and music, both of which are produced every other year.

The Asheville Symphony provides equal employment opportunities to all employees and applicants in every aspect of the employment process. The Asheville Symphony does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex (including pregnancy, sexual orientation or gender), national origin, age, veteran status, citizenship, disability and genetic information (including family medical history), or any other basis prohibited by applicable law. Asheville Symphony will not tolerate any unlawful discrimination. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, compensation, and training.

Asheville, North Carolina:

Asheville is the largest city in Western North Carolina and is the regional center for medical services,

manufacturing, transportation, banking and professional services, shopping, dining and the visual and performing arts. At 2,200 feet in elevation, Asheville is located on a plateau divided by the French Broad River, at the hub of the Great Smoky and Blue Ridge Mountains. The Asheville area is world renowned as a bustling tourist destination attracting over 12 million visitors and tourists each year who come for the natural beauty and vibrant hospitality the city offers. Asheville is a major destination for recreation and home to the Vanderbilt's Biltmore Estate. Every year, Asheville is listed in varied publications as one of the top 10 cities in which to live, retire, visit or dine.

Asheville's population is near 100,000 and Buncombe County is over 270,000. Academic institutions in the region include The University of North Carolina Asheville, Mars Hill, Appalachian State and Western North Carolina Universities, Warren Wilson, Montreat, Brevard, and Asheville Buncombe Technical Colleges.

Compensation: Commensurate with experience, within the range of \$45,000 - \$55,000.

Benefits: Paid vacation and 11 paid holidays, along with comprehensive benefits. Employer covers 100% of employee medical, dental, and life insurance and contributes 50% toward dependent coverage for those same plans. An optional vision plan is available at the employee's expense. Employees may participate in a tax deferred annuity immediately upon hire, and are eligible for a 401k program with up to a 4% company match after one year of employment.

Schedule: This position is an in-office role. Asheville Symphony's regular office hours are Monday - Friday, 9 a.m. to 5 p.m. Some night and weekend work is required in association with concerts or special fundraising & donor events. An event leave package is in place to compensate for required night/weekend hours.

Application Procedure: Please submit cover letter and resume with the subject line "Development Associate" to: apply@ashevillesymphony.org. Applications that do not include both a cover letter and resume will not be considered.

Application Deadline: Interviews will be conducted on a rolling basis until the position is filled.

Organization/orchestra web address: ashevillesymphony.org