Job Description

Job Title: Development Assistant
Reports To: Director of Development
Department: Development
Location: On-Site
Position Type: Full-Time, Exempt, Variable Hours Including Evenings and Weekends.
Compensation: $38,000-41,000

Position Summary:

Reporting to the Director of Development, the Development Assistant serves as a key administrative and operational team member, providing coordinated support across the Development Department's fundraising, stewardship, campaign, and institutional giving functions. This highly collaborative role works closely with the Director of Development, Manager of Individual Giving, Campaign Manager, and Manager of Institutional Giving to help advance departmental priorities, fundraising goals, donor engagement activities, and special events.

The Development Assistant partners with colleagues across the organization to ensure the effective execution of donor communications, data management, gift processing, event logistics, stewardship activities, and departmental operations. While reporting directly to the Director of Development, the position receives day-to-day guidance and project assignments from multiple development team members and plays an integral role in supporting a coordinated, team-based approach to fundraising and donor relations.

Key Responsibilities:

Administration and Development Operations

- Maintain the integrity and accuracy of donor, prospect, and gift records within the organization's Constituent Relationship Management (CRM) system (Spektrix), ensuring timely and accurate data entry and record management.
- Process charitable contributions, ticket purchases, and other revenue transactions in accordance with organizational policies and procedures.
- Update constituent records, including contact information, communication preferences, engagement activities, and relationship notes.
- Generate donor, guest, solicitation, recognition, and stewardship reports and lists to support fundraising, campaign, and donor engagement activities.
- Prepare and distribute donor acknowledgement letters, tax receipts, and other donor correspondence, ensuring timely and accurate donor recognition.
- Maintain electronic and physical donor files, gift documentation, and departmental records in accordance with established recordkeeping standards.
- Coordinate departmental administrative processes, including meeting scheduling, agenda preparation, note-taking, action item tracking, expense reconciliation, invoice processing, and budget monitoring.
- Support the creation, formatting, and distribution of development-related communications and materials, including website content, email campaigns, fundraising collateral, presentations, and stewardship materials.
- Collaborate with Development staff to improve departmental processes, data quality, and operational efficiency.

Individual, Institutional Giving, and Campaign Support

- Provide administrative and operational support to individual giving, institutional giving, major gifts, and campaign fundraising initiatives.
- Assist with the preparation and distribution of print and digital fundraising appeals, grant materials, donor communications, solicitation packets, and campaign collateral.
- Generate, verify, and maintain donor recognition listings for publications, the Arden website, Stagebill programs, annual reports, campaign materials, and other donor-facing communications.
- Support donor stewardship activities by ensuring the accurate tracking, fulfillment, and delivery of donor benefits, recognition opportunities, and engagement experiences.
- Maintain accurate records of donor interactions, communications, gift records, benefits fulfillment, and fundraising activities within the CRM.
- Serve as a primary point of contact for donor inquiries, providing responsive, professional, and donor-centered service through phone, email, written correspondence, and in-person interactions.
- Support the Donor Concierge Ticket Line and shared Development Department communications, helping to foster positive donor relationships and an exceptional patron experience.
- Collaborate closely with Development team members to support fundraising goals, donor retention efforts, and campaign objectives.

Donor Relations and Events

- Partner with the Manager of Individual Giving and other Development staff to plan, coordinate, and execute donor cultivation, stewardship, fundraising, and recognition events.
- Manage event logistics from planning through execution, including invitations, RSVPs, guest management, seating arrangements, catering coordination, vendor communication, registration processes, and event follow-up.
- Support the successful delivery of a variety of Development events, including Opening Nights, donor appreciation receptions, cultivation gatherings, campaign events, silent auctions, raffles, special donor experiences, and other fundraising activities.
- Coordinate the development, production, and distribution of event-related materials, including invitations, programs, signage, nametags, donor recognition displays, and presentation materials.
- Maintain event records, attendance tracking, budgets, timelines, and post-event reporting to support stewardship and future planning efforts.
- Represent the Development Department at performances, donor events, and other organizational activities, providing a welcoming and professional presence for donors, sponsors, volunteers, and community stakeholders.
- Deliver exceptional donor concierge services before, during, and after events and performances, helping to build meaningful donor relationships and enhance the overall donor experience.
- Collaborate with colleagues across Development, Marketing, General Management, Front of House, Artistic, and Production departments to ensure a seamless and high-quality experience for donors and guests.

Other Duties

- Participate in organizational meetings, planning processes, and special projects as assigned.
- Other duties as assigned.

<u>Qualifications:</u>

- Bachelor's degree, or equivalent combination of education and relevant professional or volunteer experience.
    - Relevant experience may include work in nonprofit administration, fundraising, customer service, event coordination, communications, or related fields.
- Minimum of one (1) year of experience providing administrative, operational, or customer-facing support, preferably within a nonprofit, arts, philanthropic, or mission-driven organization.
- Demonstrated knowledge of administrative and office management practices, including scheduling, recordkeeping, document management, and project coordination.
- Proficiency with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint); experience with Canva, email marketing platforms, and other communication tools is preferred.
- Experience working with constituent relationship management (CRM) databases, donor management systems, or similar platforms. Ability to quickly learn and effectively utilize multiple software platforms and technology systems; experience with Spektrix is strongly preferred.
- Commitment to providing exceptional customer service and building positive relationships that foster engagement and support for the organization's mission.
- Willingness to work a flexible schedule, including occasional evenings and weekends, to support donor events, theatre performances, and fundraising activities.
- Enthusiasm for the performing arts and a genuine commitment to advancing Arden Theatre Company's mission, vision, and impact within the Philadelphia community.

Skills:

- Strong verbal and written communication skills, with the ability to communicate professionally and effectively with donors, patrons, volunteers, colleagues, and community stakeholders.
- Exceptional organizational skills and a high degree of accuracy and attention to detail.
- Strong interpersonal skills, professionalism, and emotional intelligence when interacting with donors, patrons, volunteers, and colleagues.
- Sound judgment, discretion, and the ability to appropriately handle sensitive and confidential information.
- Initiative, resourcefulness, and a proactive approach to identifying needs and solving problems.
- A collaborative, team-oriented mindset and willingness to contribute wherever needed to support departmental and organizational goals.
- Effective time management skills and the ability to balance multiple projects, deadlines, and competing priorities in a fast-paced environment.
- Adaptability and flexibility, with the ability to respond positively to changing priorities and organizational needs.
- A results-focused work style, including the ability to work independently while maintaining strong communication and accountability.

Physical Requirements:

- Must be able to lift and carry or otherwise move 25 pounds regularly/occasionally.
- Must be able to ascend and descend stairs regularly.
- Must be able to work while standing or sitting at a desk for extended periods.
- Must be able to ascend and descend ladders and work at height occasionally.
- Must be able to use and manipulate keys, hand tools, and other equipment.

Benefits:

- Arden Theatre Company provides Medical and Disability Insurance, Flexible Savings Plan, 403(b) Defined Contribution Plan, and paid vacation, personal, and holiday leave.

Application Process:

Applicants should submit a cover letter, resume, and three professional references to: humanresources@ardentheatre.org

Please include "Development Assistant" in the subject line of your email

Application Closing Date: November 30th, 2026

Arden Theatre Company is an Equal Opportunity Employer committed to providing an environment of mutual respect. Equal employment opportunities are available to all applicants without regard to race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, gender expression, veteran status, and any other characteristic protected by applicable law. Applicants from historically underrepresented groups in the theatre industry are strongly encouraged to apply.