

**TITLE:** Development Systems Coordinator  
**STATUS:** Full-time  
**REPORTS TO:** Director of Philanthropic Engagement  
**DEPARTMENT:** Philanthropic Engagement  
**WORKS WITH:** Deputy Director of Philanthropic Engagement, Manager of Institutional Support, Gala & Special Events Manager, Membership & Partnerships Manager

Jacob's Pillow seeks a **Development Systems Coordinator** to join the Philanthropic Engagement Department and work closely with/report directly to the Director of Philanthropic Engagement. This position will provide leadership for the department in its use of donor management software. This position will be a vital member of the Philanthropic Engagement team in ensuring proper data entry, donor acknowledgment, and utilization and growth of data-driven initiatives.

### ABOUT JACOB'S PILLOW

Jacob's Pillow, a National Historic Landmark and recipient of the National Medal of Arts, is a year-round center for dance and home to America's longest-running international dance festival located in the beautiful Berkshires of Western Massachusetts. The Pillow encompasses the world-renowned international Jacob's Pillow Dance Festival, presenting more than 50 dance companies and over 350 events each summer; The School at Jacob's Pillow, one of the most prestigious professional dance training centers in the U.S.; the Pillow Lab, a residency program that supports new choreography; growing Community Engagement programs that serve local school children, artists, and community members alike; rare and extensive dance Archives, open to the public and available online at [danceinteractive.jacobspillow.org](http://danceinteractive.jacobspillow.org), which chronicle more than a century of dance through photographs, videos of performances and talks with artists, costumes, and scholarly essays; and Apprenticeships, a Fellows Program, and an Internship Program that provide professional advancement and training opportunities.

### RESPONSIBILITIES

- Daily manual entry of gifts and pledges into the database, including coding, copying, and filing
- Perform database cleanup and upkeep under the direction of the Salesforce Administrator and utilizing advanced tools
- Reconcile all contributed income gifts from individuals with the Business Office according to an established timetable
- Generate, edit, print, circulate and file acknowledgement letters, including specialized letters to major donors, using both the donor management software and Microsoft Word
- Serve as the primary liaison for donors making gifts online
- Facilitate generation of lists, advanced data extractions, custom reports and ad hoc queries
- Verify the accuracy of system data and monitor resolution of data faults and errors through a process of weekly quality assurance
- Perform selected system administration tasks under the direction of the Salesforce administrator, such as scheduling reports and alerts

### **ADDITIONAL RESPONSIBILITIES FOR THE RIGHT CANDIDATE**

- During the Festival as needed, serve as front-line customer service for membership program by working special events and on-campus stewardship efforts

### **REQUIRED QUALIFICATIONS**

- Two to three years professional office experience
- 2 year Associates Degree or equivalent
- Previous experience with detailed data entry
- Computer proficiency including familiarity with Microsoft office applications such as Excel and Word
- Demonstrated organizational skills
- Ability to work with agility in a fast-paced environment
- Effective oral and written communication skills
- Strong attention to detail and commitment to quality
- Ability to manage very confidential information with impeccable discretion
- Ability to work independently and as part of the Philanthropic Engagement team

### **PREFERRED QUALIFICATIONS**

- Experience with Salesforce and/or fundraising databases such as Raiser's Edge
- Four to five years professional office experience
- Significant data entry experience
- Proficiency with Google applications such as Gmail, Google Docs and Google Sheets

### **TO APPLY**

Please email cover letter, resume, and references to [hr@jacobspillow.org](mailto:hr@jacobspillow.org), with "Development Systems Coordinator" in the subject line.

**All inquiries and materials will be confidential. Please do not mail hard copies.**

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*Jacob's Pillow is a registered 501(c)(3) not for profit organization and an equal opportunity employer. Jacob's Pillow provides equal opportunity for all employees and applicants for employment without regard to race, color, creed, religion, gender, sexual orientation, national origin, age, marital status, mental or physical disability, pregnancy, military or veteran status, or any other basis prohibited by state or federal law. This policy also prohibits employees from harassing any other employee for any reason including, but not limited to, race, religion, sex, national origin, age, or disabled status.*