

Organization

Among the nation's top regional orchestras, the [Jacksonville Symphony](#) (the Symphony) is an innovative cultural leader in the Southeast United States' most vibrant and growing city. Founded in 1949, the Symphony is one of Northeast Florida's most important cultural institutions. With an annual operating budget of \$10 million, the Symphony performs more than 300 concerts per year to 200,000 people throughout Florida's First Coast.

Hosting thousands of patrons each year, the Symphony's home, Robert E. Jacoby Hall in the Times-Union Center for the Performing Arts, is an acoustic gem. The Symphony holds additional performances at other venues located throughout Northeast Florida. Over the years, the Symphony has featured some of the most renowned artists of the music world, including Isaac Stern, Benny Goodman, Duke Ellington, Marilyn Horne, Luciano Pavarotti, Itzhak Perlman, Kathleen Battle, Mstislav Rostropovich, and Audra McDonald. This year the Symphony will feature piano sensation Lang Lang at its gala on February 17, 2017.

Serving four county school districts, the Symphony is the community's leader in music education for children. Not only does the Symphony provide free tickets to children under the age of 18 for selected Masterworks and other special youth pricing, it also offers several programs to foster music education, including the Jacksonville Symphony Youth Orchestras, in which more than 300 students participate annually.

Fresh from the first complete season for both Music Director Courtney Lewis and President and CEO Robert Massey, the Symphony is ready to break new ground and records for the 2016-2017 season. The 2015-2016 season saw a 9 percent increase in ticket sales and a 6 percent increase in contributed income over the previous year. The Symphony performed for more than 200,000 individuals, up from the previous season record of 180,000. New music such as Thomas Adés' *Asyla* and fresh events such as the bestbet *Symphony in 60* series and *Symphonic Night at the Movies* were introduced to the community. A marketing and branding update, including revised logo, updated website, and video program notes, also emphasizes this innovative new direction.

The Symphony is governed by a 40-member board of directors, with Matthew McAfee serving as Chairman. President and CEO Robert Massey has led the staff of 35 full-time employees since January 2015. In fiscal year 2015-2016, the Symphony had total revenues of \$13.9 million and total expenses of \$10.2 million. Seventy five percent of the \$13.9 million was from contributed revenue, including gifts to both the annual fund and capital campaign.

Community

The largest city by landmass and 12th most populous in the United States, Jacksonville is a rapidly growing metropolitan city, with approximately 850,000 residents. Located in Northeast Florida, known as the First Coast, Jacksonville has a subtropical climate with hot, humid summers and mild winters, boasting plentiful sunlight and beautiful weather 12 months out of the year.

Combined with its reasonable cost of living, no income tax, and high quality of life, Jacksonville has become a great destination city for starting new businesses, building careers, and relocating corporate operations and employees. Jacksonville's many accolades include top slots on *WalletHub's* Best Cities to Start a Business list in 2014, *Parenting* magazine's Best Cities for Recreation list in 2010, *Forbes* magazine's Best Cities for Finding Employment list in 2015, and *NerdWallet's* Top Ten Big Cities for Home Ownership list in 2013.

Nestled between skyscrapers and the St. Johns River, downtown Jacksonville's Northbank and Southbank have an urban vibe with a cool atmosphere where locals and visitors can enjoy unique dining destinations, world-class museums, and a variety of nightlife options. Downtown Jacksonville boasts more than five miles of beautiful riverfront, including a nearly three-mile Riverwalk, perfect for a stroll or a jog. The NFL's Jacksonville Jaguars, the

AFL's Jacksonville Sharks, and The Jacksonville Suns, the city's minor league baseball team, all play downtown at the Sports Complex.

For the outdoor and recreational enthusiast, Jacksonville has 22 miles of wide, uncrowded, white-sandy beaches that feature majestic sunrises and star-filled nights. Visitors will find a variety of water activities, entertainment, and restaurants along the shorelines of Jacksonville Beach, Neptune Beach, Atlantic Beach, and historic Mayport. Additionally, the First Coast offers more than 70 golf courses, including some of the best in the world, and one of the largest urban park systems in the country, with more than 57,000 acres of parks.

Minutes away from Downtown's Southbank is the historic neighborhood of San Marco, where visitors can stroll along San Marco Square and enjoy incredible dining, trendy clothing boutiques, and sensational art galleries. The San Marco Theatre & Grill and Theatre Jacksonville, the oldest community theater in the country dating back to 1938, are also located within the Square. San Marco's Riverfront Park is a wonderful location for city views, especially during the sunset.

Arts and culture abound in Greater Jacksonville. In addition to the Symphony's performances, patrons can enjoy opera, ballet, and Broadway productions in the acoustically superb Jacoby Symphony Hall at the Times-Union Center for the Performing Arts. The Cummer Museum of Art and Gardens overlooks the St. Johns River. For those with more modern tastes, the Museum of Contemporary Art houses one of the largest collections of modern art in the southeast. The region is also home to several other innovative museums, including The Ritz Theatre and Museum, Mandarin Museum and Historical Society, the Museum of Science and History (MOSH), and its MOSH KidSpace.

Sources: visitjacksonville.com; mymove.com; 2016 Greater Jacksonville Relocation Guide

Position

Reporting to the President and CEO, the Vice President and Chief Development Officer (VP/CDO) will provide exceptional leadership of the Symphony's fundraising initiatives, instill a philanthropic culture for symphonic music, and oversee an integrated development program in order to achieve significantly increased annual revenue goals in conjunction with the successful completion of the Symphony's ambitious \$50 million Vision 2020 comprehensive campaign, which will secure the organization's future for generations to come. The VP/CDO will lead, guide, and supervise a development team of eight employees, including a Director of Patron Engagement, Director of Grants & Sponsorships, Director of Leadership Giving, Individual Giving Officer, Assistant Director of Corporate Relations, Patron Engagement Manager, Development Operations Manager, and Research Manager. This individual will have effective people skills and will be a natural coach and mentor, developing team members' skills and abilities. This individual will also have a proven track record of success in seeking large major gifts and grants and managing new and ongoing relationships with donors.

Roles and Responsibilities

Fundraising Management

- Oversee the development department, including individual, institutional, planned giving, and special event programs, and supervise the development staff by setting clear expectations, motivating the team, assisting with their professional development, and maintaining the highest level of professionalism.
- Proactively staff the board, development committee, and President and CEO to drive fundraising activity and personal engagement with the Symphony's top prospects. Work with the President and CEO and board of directors to develop and implement long and short-term strategies for fundraising.
- Provide leadership to a changing and growing department with a focus on the expansion of major gifts.
- Provide leadership of the Symphony's Vision 2020 capital campaign, working closely with campaign volunteers, outside consultants, and the President and CEO.
- Maintain a personal portfolio of donors, cultivating and soliciting major gifts for the annual fund, planned giving, special events, capital campaign, and endowment programs.
- Develop, cultivate, and enhance the Symphony's relationships in the community.
- Establish solicitation priorities, manage prospect lists and research, and develop and execute targeted cultivation plans and solicitation strategies for a range of prospects.

Departmental Strategic Planning and Operational Effectiveness

- Create, implement, and manage a strategic development plan designed to significantly increase contributed revenue from current levels of approximately \$4 million to \$5 million annually.
- Guide and mentor the development team's successful achievement of contributed revenue goals for individual, corporate, foundation, and government funding and special events, with a personal emphasis on identifying, cultivating, and securing new major gifts.
- Ensure that the department adheres to long-term strategic and operational plan goals, coordinating and presenting regular progress reports to the President and CEO and board as needed.
- Manage the department's staffing needs, including interviewing, hiring, evaluating, and mentoring team members.

Administration and Oversight

- Direct all aspects of highest-level patrons and benefits program, including stewardship, special events, cultivation, benefits fulfillment, daily donor interaction, and volunteer management.
- Report campaign progress to volunteer chairs and senior management on a regular basis.
- Prepare and monitor revenue and expense budgets; provide accurate reporting, analysis, and integration of data; and oversee the maintenance and integrity of patron, donor, and prospect records.
- Develop promotional partnerships with the marketing department for supporting annual giving programs, sponsorships, campaigns, special projects, and events and create customized donor stewardship and recognition opportunities to support expanded fundraising activities.
- Lead and mentor the development staff in utilizing available data to analyze and document fundraising needs and opportunities. Assess current technology and refine development practices to ensure maximum efficiency and results.

Traits and Characteristics

The VP/CDO will be a strategic thinker and results-oriented leader with a can-do attitude and the ability to move a growing fundraising program forward with an urgency and purpose. This individual will be an energetic, enterprising, and customer-focused person who can work nimbly within a frequently changing creative environment. The successful candidate will possess strong, persuasive interpersonal and communication skills with the ability to articulate compelling messages for support and a passion that generates enthusiasm and commitment among stakeholders. The VP/CDO should possess the ability to effectively build consensus with a sense of immediacy in achieving fundraising goals as well as an appreciation for the teamwork required to succeed organizationally. This individual will have frequent interaction with others and must work collaboratively with all levels of board, staff, volunteers, donors, prospective donors, and government leaders. The successful candidate must exhibit a polished presence, empathetic attitude, diplomacy, discretion, and a deep respect and understanding of donor and board relations. The VP/CDO must be a good manager, mentor, and teacher who can motivate the staff to achieve goals.

The selected candidate should also demonstrate the following competencies:

- **Personal Accountability and Teamwork** – Inspires others, builds trust, and demonstrates loyalty while acknowledging one's own responsibility to be accountable for personal actions and professional decisions. Encourages positive and creative relationships across departments, working effectively and productively with others.
- **Leadership** – The ability to organize and motivate others to achieve results through people while creating a sense of order, direction, and active participation among a variety of stakeholders.
- **Customer Focus and Interpersonal Skills** – Maintains a commitment to the satisfaction of all stakeholders by anticipating customer needs, responding with grace and diplomacy, and developing appropriate solutions. Communicates effectively and proactively with others, engaging individuals with genuine warmth, courtesy, respect, and consideration.
- **Flexibility and Resiliency** – Responds promptly to shifts in direction or schedules, maintains effectiveness, and remains calm while managing multiple priorities and tasks. Moves past unforeseen challenges without unnecessary delay.
- **Goal Achievement** – Sets clear, results-oriented goals that are relevant, realistic, attainable, and measurable. Identifies and implements required plans and milestones to achieve specific fundraising and organizational goals.

Qualifications

A bachelor's degree in a relevant field, a minimum of seven years of experience with increasing responsibility, and proven success in a fundraising leadership role, ideally with a performing arts focus, are required. A strong track record in the identification, cultivation, and solicitation of donors and potential donors at all levels, particularly major gifts donors, and the ability to develop budgets and staff teams are necessary. Experience working on capital and/or endowment campaigns is preferred. Candidates must be highly self-motivated, metrics-driven, and goal-oriented. Superior written and verbal communication skills and active listening skills are required. Experience working with boards and high-level volunteers, including the ability to manage the fundraising activities of superiors, are essential. Candidates must possess a flexible and adaptable style to positively impact both strategic and tactical fundraising initiatives. This individual must have a positive attitude, the ability to work as part of a high-functioning team, a passion for the performing arts, and a strong desire to share these with audiences.

Compensation and Benefits

The Symphony offers a highly competitive salary, commensurate with experience, relocation reimbursement, and a comprehensive benefits package that includes medical, dental, and disability insurance, retirement contribution, and flexible paid time off.

Applications and Inquiries

Please submit a letter and resume (electronic submissions preferred) with a summary of demonstrable accomplishments to:

Mr. Dale C. Hedding
Vice President



1030 15th Street NW, Suite 283
Washington, DC 20005-1500
Tel (888) 234.4236 Ext. 202
Fax (888) 284.6651
Email JaxSymphony@ArtsConsulting.com

Jacksonville Symphony is an equal opportunity employer.