



POSITION: Advancement Associate

Reports to: Executive Director

Classification: Full-time, Exempt

Start date: October 1, 2025

Salary: \$50,000 – \$60,000, commensurate with experience

Location: Based in Miami (not a remote position; hybrid work options available)

POSITION SUMMARY

Seraphic Fire, South Florida's twice GRAMMY®-nominated professional vocal ensemble, seeks a detail-oriented Advancement Associate to support fundraising, ticketing, and patron services. This role provides essential support to the Executive Director, manages daily development operations, oversees seating logistics for major donors and premium subscribers, and serves as the primary contact for donor and ticketing support.

The Advancement Associate also leads Seraphic Fire's annual giving and donor stewardship efforts, coordinating direct appeals, renewals, and personalized recognition of support. The ideal candidate is organized, efficient with systems and data, and committed to delivering excellent service across all patron and donor interactions.

KEY RESPONSIBILITIES

Development & Fundraising Support

- Maintain accurate donor records in PatronManager (Salesforce), including tracking gifts, pledges, soft credits, and donor interactions
- Process donations and prepare documentation for Finance
- Manage donor acknowledgment letters, tax receipts, and stewardship communications, including timely thank-yous and ongoing relationship touches
- Lead annual giving efforts, including direct mail, email campaigns, and subscription renewals
- Create target lists for donor and prospect outreach at all giving levels
- Support the Executive Director in donor meeting prep, follow-up, and stewardship
- Collaborate with the Executive Director and Director of Finance on development goals and revenue forecasts
- Provide regular reporting and analysis using CRM data to guide strategy and track progress

Box Office & Ticketing Oversight

- Oversee all subscription and single-ticket sales through PatronManager
- Serve as lead of the Box Office team, monitoring and mentoring part-time staff and volunteers on-site and remotely
- Manage concert seating charts and donor seating logistics, especially for major donors

- and premium subscribers
- Coordinate reserved seating and communicate with venue staff and house management teams
- Serve as the primary contact for all patron inquiries related to ticketing or subscriptions

Patron Experience & Donor Touchpoints

- Represent Seraphic Fire at concerts, open rehearsals, and patron-facing events
- Track RSVPs and help coordinate logistics for donor gatherings and cultivation opportunities
- Support the Executive Director in hosting patrons and maintaining a high standard of service

QUALIFICATIONS

- Bachelor's degree preferred, or equivalent experience
- 1–2 years of experience in fundraising, nonprofit operations, customer service, or ticketing
- Excellent communication skills and comfort interacting with donors, subscribers, and vendors
- High attention to detail and the ability to manage multiple timelines at once
- Strong organizational and problem-solving skills
- Proficiency with Google Workspace (Docs, Sheets, Gmail, Drive); experience with Salesforce, PatronManager, or a similar CRM is a plus
- Must be available to work evenings and weekends during concert periods (October–April)
- Interest in classical music or the performing arts is a plus

BENEFITS OF WORKING WITH SERAPHIC FIRE

- Comprehensive healthcare coverage with 100% employer-paid premiums for the employee.
- Generous paid time off, including vacation days, sick leave, and all federal holidays.
- Professional development opportunities in arts management
- Option to join company 401(k) plan through BlueStar Retirement (minimum 3% pre-tax contribution; non-matched)
- Option to join 100% employer-paid cell phone plan

APPLICATION INSTRUCTIONS

To apply, please email the following to jobs@seraphicfire.org:

- A cover letter explaining your interest in the role and what you would bring to the team
- A current resume highlighting your relevant experience

Applications will be reviewed on a rolling basis until the position is filled.

Seraphic Fire is an equal opportunity employer and complies with all applicable laws and regulations. We value diversity and strive to create an inclusive environment for all employees and volunteers.