



**Position Title:** Development Operations Officer  
**Reports to:** Director of Development  
**Works Closely With:** All Development staff members, Marketing Department, Finance Department  
**Salary Range:** \$36,000 - \$40,000, paid on the 15<sup>th</sup> and last day each month

### **Position Summary**

The Development Operations Officer is responsible for all administrative aspects of Sarasota Opera's development department, updating and overseeing the donor database, managing a small portfolio of donors giving between \$75 and \$600 annually, and assisting with the fulfillment of donor benefits for all giving levels. This team member plays an important role by providing administrative support to the development office and participating in all fundraising activities including donor identification, cultivation and stewardship, direct mail appeals, and special events.

### **Principal Responsibilities**

- Update and oversee Development data in Tessitura database
  1. Update donor records as needed
  2. Maintain clean donor records, including but not limited to contact information, gift information, moves management data, and research, cultivation, and stewardship notes
  3. Coordinate with Marketing Department on contact lists in Prospect2 email communication software
  4. Manage daily gift processing and weekly acknowledgements for all gifts received, with assistance from other staff during peak periods/vacations
- Track departmental expenses and input into accounting database for review by Finance
- Manage a portfolio of first-time donors giving between \$75 and \$600
- Assist with preparing lists for program books, mailings, tribute listings, etc.
- Assist with all mailings: data cleaning, merging, printing and mailing, including liaising with outside bulk mail vendors as needed.
- Prepare department scheduling documents and task timelines, including the grant calendar, and tracking projects in project management software
- Prepare guest lists for donor lounges on each performance day.
- Assist Development Director, gift officers, and Donor Relations Officer with research for identified prospects as directed.
- Answer donor questions regarding benefits.
- Committee meetings as required.
- Update procedure manuals based on current usage and update Development team as necessary.
- Assist at donor events, special events, and performances as assigned.
- Monitor matching gifts programs.
- Filing: coordinating receptionist and volunteers to assist with maintenance of donor paper files.
- Manage and monitor Development office supplies (letterhead, envelopes, nametags, etc.) and report status monthly.
- Other duties as assigned.

### **Possible performance measures:**

- Success in maintaining accuracy of database records and gift entry.
- Accuracy of reports and lists.
- Success in coordinating the production of direct mail appeals.
- Success in maintaining donor hard and electronic copy files.
- Knowledge of donors and new relationships developed.

### **Hours of Work**

Full-time, exempt. Required to attend events and be present after hours during the opera seasons; a staffing calendar is maintained by the Director to spread extra hours evenly among Development staff. All members of the Development Team actively participate in the cultivation and stewardship of our patrons. Vacation is not granted during peak production periods, this is typically mid-October through mid-November, and mid-February through the end of March.

### **Qualifications**

- Familiarity with Microsoft Office products, including Teams, Word, Excel, PowerPoint, and Outlook
- Proficient in web-based research tools, familiarity with iWave a plus
- Familiarity with Asana project management software a plus, but not required
- Strong computer and spreadsheet skills and a knowledge of, or ability to quickly learn, CRM software, Tessitura experience preferred
- Commitment to ongoing learning
- Superior attention to detail and strong ability to manage several different projects simultaneously and with grace under pressure
- High degree of integrity, ethical decision making, and sound business judgment; able to honor a high degree of confidentiality
- Strong editing skills
- The ability to work independently and take initiative
- Must have a good customer service orientation
- Ability to meet deadlines efficiently and effectively
- A passion and knowledge of the arts, particularly opera, is a plus

### **Application Process**

Only electronic applications will be accepted. Review of materials will be ongoing, and interviews will be scheduled on a rolling basis until the position is filled. Submit a cover letter, resume, and references to [soajobs@sarasotaopera.org](mailto:soajobs@sarasotaopera.org) with "Development Operations Officer" in the subject line. No calls, please. Visit [www.sarasotaopera.org](http://www.sarasotaopera.org) to learn more about the company, donor benefit structure, giving programs, and levels.

Sarasota Opera requires all employees to be fully vaccinated against COVID-19 and to wear masks in shared spaces and at events and performances.

Persons from underrepresented communities are encouraged to apply. Sarasota Opera is an equal opportunity employer and does not discriminate based on race, color, national origin, religion, ancestry, sex, age, familial status, marital status, sexual orientation, gender identity and expression, disability, or genetic information. All qualified applicants are encouraged to apply.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.