

Position Title: Patron Giving Associate
Reports to: Patron Giving and Operations Manager
Works Closely with: Director of Development and General Director

Position Summary

The Patron Giving Associate (PGA) is responsible for all administrative aspects of the development department, updating and overseeing the donor database, and assisting with the fulfillment of donor benefits. The primary donor focus is on renewing STAR and Youth Opera & Education contributors.

Scope and Impact

The PGA reports primarily to the Patron Giving and Operations Manager and in part to the Director of Development. PGA is an entry-level fundraising position key to the department, tasked with data entry, acknowledgment letters, renewal letters, organizing records, working with administrative volunteers, and filing. The PGA is included on varying levels in all other fundraising activities, including cultivation, stewardship, direct mail appeals, and special events, as needed.

Principle Responsibilities:

- Process donations and prepare acknowledgment letters and other correspondence.
- Maintain individual donor files as directed.
- Billing, processing, and maintenance of pledges related to annual giving and special fundraising programs.
- Update and correct database records.
- Coordinate the production of various appeal mailing throughout the year.
- Answer donor questions regarding benefits and tax-related issues.
- Handle all administrative details associated with the various Board Development Committee meetings, as required.
- Other duties as assigned by the Patron Giving and Operations Manager and Director of Development.

Possible Performance Measures:

- Coordination of the production of direct mail appeals.
- Processing of all donations and acknowledgment mailings within 24 to 48 hours.
- Performance in making calls to thank renewed STARS and Youth Opera & Education donors and to retain those who have lapsed.
- Overall maintenance and accuracy of database records and entries.
- Maintenance of donor hard copy and electronic copy files.
- Knowledge of donors and new relationships developed.
- Timeliness and accuracy of reports and lists.
- Ability to work cohesively and with the Sarasota Opera colleagues, volunteers, and management.
- Knowledge of donors and new relationships developed.

Hours of Work: Full-time, required to attend events and be present after hours during the Opera Seasons. All members of the Development Team actively participate in the cultivation and stewardship of our patrons. Vacation is not granted during periods when we are performing.

Required Skills

- Bachelor's degree in a related field, recommended.
- A minimum of three years' experience in an administrative position, preferably in sales or not-for-profit development office.
- Proficiency in Microsoft Word, Excel, and Outlook a must.
- Experience with SQL a plus.
- Familiarity with donor management software or CRMs.
- Knowledge and/or experience with Tessitura is a plus.
- Excellent verbal and written communications skills.
- Ability to present information concisely and effectively, both verbally and in writing.
- Ability to organize and prioritize work.
- Ability to work independently.
- Excellent interpersonal skills and fundraising mindset.
- An interest in opera, theater, youth programs, or music in general is essential.
- Desire to work as a part of a highly skilled team working to build support for special mission-focused projects and capital campaigns.

Salary and benefits: Salary range: \$45,000 to \$50,000. Competitive medical and dental benefits, 403b, and salary. On-the-job career training, as well as related affiliate membership for additional career training and mentorship. EOE.

To Apply: Only resumes emailed with a cover letter explaining your interest and the names and contact information of three references to soajobs@sarasotaopera.org with "Patron Giving Associate" in the subject line will be considered. No phone calls. All applications are welcome, but only those who are being considered will be contacted.

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.