

DEVELOPMENT OPERATIONS MANAGER

Position Overview

Theatreworks Silicon Valley, a TONY Award winning theatre company, seeks a **Development Operations Manager**. This position provides critical tactical and strategic support to the entire development team with a primary focus on gift and data management, reporting, donor stewardship and inter-departmental communications. In addition to gift management, you will provide specific support to the Director of Development (DoD) while maintaining the communications calendar in collaboration with our TheatreWorks' marketing team. You will serve as a critical partner on the events team, assisting with invitations, registration, on site execution, and reporting. Ultimately, this position plays a vital role in nearly every facet of the team, providing the unique ability to create incredible impact across the organization. This position reports directly to the DoD.

Key Responsibilities

Operations Management and Communications

- Responsible for TW fundraising data administration
- Manage accurate coding, entry and acknowledgement process for all gifts (outright, stock, DAF, GIK, etc.) and event contributions/ticket sales.
- Assists in event reconciliation by making sure all auction and event sales are entered into database, track and process event RSVPs and maintain, update and produce guest lists.
- Generate multiple reporting channels, serving as data expert for the team:
 - The weekly report, utilized in partnership with the DoD to maintain accurate projections
 - Acknowledgment reports for letters requiring merges and printing on a weekly basis. Prepares letters and corresponding envelopes weekly and oversees volunteers to process to mail
- Establish campaigns (portfolios) in database for appropriate fiscal years and ensure all campaigns are linked to the correct general ledger accounts
- Assist DoD and Executive Director with Board of Trustee meeting preparation and management which includes reserving meeting spaces, Board binder preparation, keeping meeting minutes and reservation management
- Ensure proper membership levels and precise donor records
- Build and maintains all appeals in database, including all events with proper promotions and source codes
- Maintains monthly, quarterly, and other pledges; sends invoices as needed

- Manages donor listings for all mainstage programs. Sends soft copy to graphics designer for hard copy proof creation and manages proofing process for development team
- Manage data entry and maintenance for development department (constituent research, contact information, plan steps) leverage our database in service of overall departmental goals
- Oversee the promotion (mail, email, and onsite) and registration for destination theatre tours
- Assist Business Manager with annual audit, finding various batches and pledge letters for auditors
- Become the Tessitura Power User and expert for the Development department & represent TW at the annual Tessitura Learning and Community Conference.
- Maintain accurate and timely communications: attend collaboration meetings with Marketing; maintain and update the communications timeline document for the team; create and track requests for graphics & email calendar updates: coordinate with DoD to create annual communications plans
- Assist DoD with department website content update requests and implementation; weekly scan of website to maintain presence and work on projects
- Maintain Operations Manager manual with bi-annual updates, documenting policies and procedures

Individual Giving Campaign, Stewardship

- Support ADoD to prepare direct mail, tele-funding and subscription add-on gift appeals
- Track and analyze appeal performance and share recommendations for increasing results
- Track and manage all fundraising communications (letters, email, video, mailings) in collaboration with the Marketing team
- Manage VIP ticketing services for major donors and institutional funders, including:
 - Ticket exchanges and Broadway house seat procurement, confirming requests within 24-hours
 - Subscription ticketing requests, documenting upgrade/change requests in Tessitura and partnering with box office to fulfill requests
- Support development staff in cultivation and fundraising efforts, including benefit fulfillment for individual and institutional donors as requested by gift officers
- Support DoD and ADoD to design and deliver donor stewardship gifts.

Events

- Participate at all signature events and assist at donor/volunteer events as needed.
- Assist with New Works Festival Donor Lounge logistics and management.

Qualifications, Skills and Abilities:

- Bachelor's degree required
- Experience with back-office functions related to gift processing, data entry and reporting
- Experience with Tessitura or another fundraising database/CRM (Raiser's Edge, DonorPerfect, Classy, etc.)
- Proficient in MS Office Suite
- High level of organization, and the ability to prioritize multiple tasks and deadlines
- Ability to meet deadlines independently and manage time effectively
- Highly developed interpersonal communication and ability to effectively communicate in writing.
- Experience with email marketing and/or web-based research tools
- Flexibility to adjust hours to meet deadlines and needs of the organization, including availability to work occasional evenings and weekends
- Willingness and ability to travel locally and nationally occasionally
- Creativity, patience and a sense of humor.

Organization Overview

Theatreworks Silicon Valley is a \$11 million, LORT B theatre company and is committed to developing new works for the American theatre and has produced 70 world premieres and over 150 U.S. and regional premieres. Our season includes a mainstage series of eight plays and musicals serving approximately 100,000 patrons, a thriving New Works Initiative, and a collection of innovative education programs reaching 15,000 students every year. More information about the company can be found at www.theatreworks.org.

With a reputation for artistic excellence, innovation, diversity, and integrity, TheatreWorks is Silicon Valley's leading professional nonprofit theatre company. TheatreWorks presents a year-round season of musicals, comedies, and dramas in the Mountain View Center for the Performing Arts and at the Lucie Stern Theatre in Palo Alto.



Compensation

- Salary range is \$45-\$50K
- Employee benefits include health insurance, paid vacation and sick leave, and a retirement plan.
- Flexible work schedules
- Professional development opportunities

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TheatreWorks' commitment to producing the highest quality programming is dependent on building a community whose members come from diverse cultures, backgrounds, and life experiences. We join with a growing number of theatres in the movement to ensure that those who have been excluded historically- individuals from racial and ethnic groups, LGBTQ people, people with disabilities, and women - are at the decision-making table, reflected in our programming, and represented on our staff. Black, Indigenous, and People of Color (BIPOC), women, and LGBTQ candidates are strongly encouraged to apply!

Please email a cover letter and resume to: search@theatreworks.org
SUBJECT: Development Operations Manager