

FLORIDA GRAND **opera**

JOB TITLE: Development Operations Coordinator (Full-time, Exempt)

DEPARTMENT: Development

SUPERVISOR: Chief Development Officer

LOCATION: Miami, FL

POSITION OVERVIEW:

This position serves as the administrative support for the development department and will focus on data entry, contribution acknowledgment, electronic communication, and ensuring the delivery of benefits.

JOB SUMMARY:

Donor Services/Stewardship/Special Events (65%)

- Process, track, report and acknowledge gifts in an accurate and timely fashion.
- Respond to any and all donor requests.
- Manage accurate recording of new and existing pledges and pledge reminders.
- Ensure recurring gifts are billed and renewed.
- Liaise with finance staff as appropriate.
- Monitor matching gift program and submit all necessary materials.
- Assist in the implementation of Florida Grand Opera's donor benefits, including working donor events and attending to the details.
- Capture donor self-reported information.
- Research and create donor profiles as requested.
- Execute the details of special and donor events and help to ensure their success, keeping accurate records of multiple RSVP lists.

Database Work (20%)

- In using the Tessitura database, ensure entry supports the transactional information needs of FGO.
- Set and monitor general usage guidelines and best practices, including, but not limited to data hygiene, donor acknowledgements, and tax receipts.
- Ensure gifts are recorded appropriately
- Create and distribute mailing lists, donor lists, canned reports, customized reports, etc. as requested by colleagues.
- Document procedures, updating and revising the manual as necessary.
- Serve as a resource for advice or information related to the Tessitura database when applicable.
- Plan and execute technical details of bulk mail efforts.

Data Analytics, Research and Reporting (15%)

- Report on financial information, donor trends and any other demographic and fundraising and analysis points.
- Analyze data in wealth screening database; validate rankings and research potential high end donor prospects.
- Create research profiles.

- Identify trends to provide to donors on annual fund and major gift programs.
- Others duties as assigned.

EDUCATION AND EXPERIENCE:

- Bachelor's degree required.
- At least three years relevant work experience in administrative support and database administration in a nonprofit fundraising environment.

SKILLS AND REQUIREMENTS:

- Proficiency with Tessitura, Raiser's Edge, or similar software preferred.
- Knowledge of WordFly a plus.
- Highly organized and well-versed in office procedures and systems.
- Basic knowledge of donor services, tax receipt and acknowledgment production and process.
- Excellent phone, written, and oral communication skills.
- Outstanding organization skills, including managing multiple tasks simultaneously.
- Ability to perform effectively under pressure and meet deadlines.
- Self-motivated and able to work independently once objectives and tasks have been determined.
- Works well as part of a team.
- Demonstrated proficiency with Microsoft Office products such as Outlook, Word, Excel, and PowerPoint.
- Arts organization/not for profit experience is preferred; opera experience/knowledge is a plus.
- Work the requisite hours to assure the accomplishment of the position. This is not a 9 to 5 position. If you are unable or unwilling to work outside of these hours, please do not submit your materials.
- While performing the duties of this position, the employee may be required to stop, reach, stand, walk, lift, pull, push, grasp, communicate, and use repetitive motions.
- While performing the duties of this position, the employee may be required to lift and or move 20 pounds of materials.
- The position requires the individual to meet multiple demands from multiple people and interact with the public and other staff.

ABOUT FLORIDA GRAND OPERA

Florida Grand Opera (FGO) is the nation's 7th oldest opera company with a budget of \$8 million. It was created by the successful merger of the Greater Miami Opera (1941) and the Opera Guild Inc. of Ft. Lauderdale (1946) and celebrates its 78th consecutive season during 2018-19. FGO currently produces a main-stage season of four operas in Miami and Ft. Lauderdale. It is a Resident Company of the Ziff Ballet Opera House at the Adrienne Arsht Center for the Performing Arts. The company also performs at the Broward Center for the Performing Arts. The company owns its office, rehearsal, and production center known as the Doral Center.

Interested and qualified candidates should e-mail a cover letter explaining your interest in the position, résumé and salary requirements and three references to: jobs@fgo.org by December 20, 2018. Review of candidates will begin immediately.

Florida Grand Opera is an Equal Opportunity Employer.