



Position Announcement

Job Title: Development Operations Coordinator
Reports to: Associate Development Director
Classification: Full-time, Exempt
Salary: **DOQ in the mid-thirties, plus full benefit package** (paid vacation and sick days; health, dental, and flexible spending; life and disability insurance; and 403(b) retirement plan)

SUMMARY: The Development Operations Coordinator plays a critical support role in the day-to-day operations of the development department. This position will be responsible for all development data entry and gift processing through our database, Raiser's Edge. It will be responsible for the accurate entry of gifts as they arrive, together with timely thank-you letter generation. It will be important for this person to be flexible, with a great eye for detail and an inherent understanding of the importance of accurate data entry. Additionally this role will oversee the volunteer program, assist with events including taking registrations and providing logistical support, and will provide other administrative support to the development team as requested.

RESPONSIBILITIES INCLUDE, but are not limited to:

Gift processing (30%):

- Enter gifts into Raiser's Edge with a high level of accuracy and speed.
- Produce individualized acknowledgement letters for all gifts received in a timely and accurate manner; work to ensure that such letters are signed and mailed promptly.
- Send pledge reminders and other development correspondence.
- Track sustaining monthly donors.
- Help ensure that industry-standard best practices are met in terms of gift entry and acknowledgement.
- Work with Finance Department to ensure monthly reconciliation between Raiser's Edge and financial software.

Database management and reporting (30%):

- Oversee maintenance of Raiser's Edge database and perform ongoing maintenance to ensure that the database contains superior, high-quality, functional information.
- Monitor and merge duplicate records and conduct other routine maintenance as necessary
- Be the point person for creating and generating all necessary reports, queries, exports and lists from Raiser's Edge including monthly benchmark report
- Add new constituent records to the database as needed
- Collaborate with the Finance Department as necessary to address issues as they arise
- Participate in process improvement
- Work with Marketing Department to ensure accurate link with SRO marketing database

Gala and Donor Event Support (20%):

- Collect registrations for events via email, phone, and online applications including SRO, the ticket office software.
- Maintain Raiser's Edge events module, event data entry and event archives

- Provide clerical support and assist with logistics and correspondence related to events when needed
- Assist with print materials related to events and pull mailing lists
- Assist in tracking event sponsorships, live auctions, silent auctions, and other revenue streams
- Communicate all development related events to house services staff at the Ordway Center
- Attend donor events including intermission receptions, opening-night dinners, and other development events as requested

Team support and other duties (20%):

- Assist the Associate Development Director as assigned
- Manage Development ticket holds for performances
- Enter call reports as needed
- Occasionally process ticket orders for donors
- Maintain department events calendar; assist in developing events promotion schedules
- Coordinate mail activities with printer, mail house and Marketing staff as needed.
- Manage print and online materials with Marketing staff
- Execute in-house development mailings
- Participate in cross-departmental internal and external committees as needed.
- Manage time effectively by completing work within scheduled time, adhering to break times, arriving for work on time, and assisting others as available.

QUALIFICATIONS:

- At least two years of robust database experience. Candidates should be familiar with such tasks as building queries, writing reports, and adhering to data-entry standards.
- An understanding of systems and processes, and a willingness to own and improve them
- Raiser's Edge experience preferred but not strictly required—strong, transferrable database skills will be considered
- High level of competency with computer hardware and software such as Microsoft Office and ideally some report building software like Crystal Reports
- Demonstrated event or project management experience, preferably in a nonprofit setting
- Must be available to work some weekends and evenings
- Superior customer service skills, both over the phone and in-person, to both internal and external constituents
- Superior attention to detail and strong ability to manage several different projects simultaneously and with grace under pressure
- Strong organizational skills and the ability to remain flexible to changing business needs
- Resourceful self-starter, works well independently as well as part of a team
- Take ownership of responsibilities to ensure that activities are completed correctly and on-time
- Confidentiality with donor and organizational information is expected.

Please send a resume, cover letter, and any work samples you think appropriate (not required) to Dan Sassenberg, Associate Development Director, dsassenberg@mnopera.org. Questions are welcome; email is the preferred contact method. This position is open until filled with the position planned to start around April 1.

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