Development & Operations Associate – Job Description
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POSITION OVERVIEW

Opera Memphis seeks a highly organized, detail-oriented Development & Operations Associate to join our team. With room to grow, this position is ideal for a self-motivated individual with an appreciation for data who is familiar with or would be eager to train on the PatronManager CRM platform. The position also requires strong editing skills and a proven ability to meet deadlines.

The Development & Operations Associate is responsible for gift processing, ticket processing, data reporting, development and communications calendars, and other patron services to support the daily operational needs of Opera Memphis. The Development & Operations Associate is responsible for the PatronManager system in development and box office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee the PatronManager database’s performance, integrity, and security, ensuring that data remains consistent across the database.
- Maintain knowledge of new developments and features of PatronManager and maintain the Opera Memphis PatronManager Procedural Manual.
- Process contributions and grants in PatronManager and produce gift receipts and personalized acknowledgments to patrons.
- Ensure accurate and timely donor recognition for all individual, institutional donors, and grantors in printed materials, programs, and digital communication.
- Oversee pledge tracking and pledge maintenance.
- Research prospect donor lists as needed.
- Research, prepare, and submit grant proposals.
- Coordinate narrative content for grants with General Director/CEO.
- Maintain grant timelines.
- Prepare and submit grant reports.
- Assist in data tracking for grant reporting.
- Coordinate all stewardship mailings and calls with General Director/CEO.
- Schedule General Director/CEO’s calendar for meetings with individual donors, corporations, foundations, and community leaders.
- Work with the General Director, Chief Operating Officer, and contractors to coordinate ad placements, marketing mailings, and other in-person collateral as needed.
- Coordinate marketing trades with local partner organizations.
• Edit website text as needed.
• Qualify mailing list signups.
• Support box office activities, including answering the mainline, filling and processing ticket orders (including company comp and donation requests), printing, mailing, and exchanging tickets.
• Create events, subscriptions, and discount codes in PatronManager.
• Manage box office before all performances. Duties on performance dates may include printing and organizing will-call tickets, training volunteers, and processing all door orders.
• Produce standard and custom reports in support of the company’s development, marketing, production, and operations activities.
• Reconcile revenue with the operations department.
• Assist with special events such as patron receptions.
• Attend Opera Memphis events, including performances, special events, and other events as assigned.
• Other duties as assigned.

QUALIFICATIONS

• Bachelor’s Degree or an equivalent combination of experience and education required.
• Experience working in an office is preferred.
• Strong computer and spreadsheet skills and a familiarity with (or ability to quickly learn) a CRM (customer relationship management database), understanding of information management, and ability to store, manipulate, and retrieve data; experience with PatronManager is a plus.
• Familiarity with Microsoft Office (Word, Excel, and PowerPoint), Google Drive, and Google Docs; familiarity with Adobe Acrobat preferred.
• Proficient in web-based research tools.
• Strong editing skills; strong writing skills are a plus.
• Strong penmanship is a plus but not required.
• Strong verbal communication that is friendly, inclusive, and welcoming.
• Expertise in telephone etiquette and ability to make and receive phone calls.
• Superior attention to detail and highly organized; strong ability to manage several projects simultaneously and gracefully under pressure.
• A high degree of integrity, ethical decision-making, and sound business judgment; able to honor a high degree of confidentiality.
• The ability to work independently, exercise good judgment, and take initiative.
• Ability to meet deadlines efficiently and effectively.
• Commitment to ongoing learning.
• Must be able to prepare and process significant volumes of correspondence, materials, acknowledgments, invitations, and reports with limited assistance.
• A passion and knowledge of the arts – particularly opera – is a plus.
OTHER REQUIREMENTS

▪ Reliable transportation is required.
▪ Able to work at a desk for extended periods of time.
▪ Able to lift and move light objects (such as stacks of paper and boxes of envelopes).
▪ Some special event setup and breakdown may be required.
▪ Availability to work occasional nights and weekends for performances and special events.

ADDITIONAL DETAILS

Full-time position. The salary range is $37,500 - $42,500, commensurate with skills and experience, with a competitive benefits package, including 100% employer-paid medical, dental, and vision for employees and up to a 3% Simple IRA match. The possible start date is August 16, 2023. Interested candidates should send a letter of interest, resume, and references to jobs@operamemphis.org. Only applicants who have been selected for an interview will be contacted.

Opera Memphis is an Equal Opportunity employer. Opera Memphis provides equal employment opportunities to all employees and applicants regardless of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. Opera Memphis complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, leaves of absence, and compensation. Whenever possible, the company provides reasonable accommodation for qualified individuals with disabilities to the extent required by law.

ORGANIZATIONAL BACKGROUND

Opera Memphis was founded in 1956 and has grown into a world-class opera company. Widely respected for its innovative approach to outreach and audience development, Opera Memphis has become a nationally recognized thought leader on the process of evolving to meet the needs of 21st century audiences.