

# PALM BEACH **OPERA**

***Palm Beach Opera is committed to diversity, equity, and inclusion in all facets of the organization, and is an equal opportunity employer that does not discriminate based on race, color, national origin, religion, ancestry, sex, age, familial status, marital status, sexual orientation, gender identity and expression, disability, military service and veteran status, or genetic information.***

## **DEVELOPMENT OPERATIONS COORDINATOR**

Palm Beach Opera is looking for an enthusiastic, creative, and organized professional to join our Development team. The Development Operations Coordinator will take the lead on maintaining the accuracy of the donor database, managing the organization's gift entry and acknowledgement process, researching donor prospects for annual giving as well as special fundraising campaigns and annual Gala, assisting in benefit fulfillment efforts, and supporting the planning and execution of company-wide events.

Structured for continued future growth within the company, this position works closely with, and directly reports to, the General and Artistic Director.

### **Primary Responsibilities**

- Maintain the accuracy of Palm Beach Opera's donor database, including gift entry, gift acknowledgements, and program book listings.
- Create, update, and track steps for donor cultivation and stewardship in PatronManager database; help drive accountability of staff by working to keep plan steps on schedule.
- Research donor prospects using iWave search engine; make qualified suggestions for new annual fund and special campaign prospects.
- Articulate the mission, vision, and needs of Palm Beach Opera, as well as donor benefits and levels through written and verbal communications.
- Prepare Board of Directors meeting packages and minutes, and act as primary contact to facilitate meetings and event scheduling.
- Assist with execution of monthly direct mail solicitations.
- Serve as a point of contact for donors; assist in fulfillment of donor benefits and effective donor stewardship, both individual and corporate.
- Participate in relationship-building with donors, patrons, and guests as appropriate.
- Assist the Development team as needed to plan and execute fundraising, cultivation, and donor recognition events, including the annual Gala.
- Provide administrative support to the development team.
- Assist in grant application preparation, reporting and reimbursement requests.
- Schedule volunteers as necessary.
- This position will require working some nights and weekends during season.

*This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the job.*

## **New Hire Qualifications**

### **Personal Characteristics**

- A mission-driven individual with a belief in and commitment to Palm Beach Opera's mission and values;
- Detail-oriented; an individual with self-discipline and a critical eye;
- A good listener; comfortable receiving input from many sources; ability to analyze and formulate information into a sound, well-organized plan;
- Intrepid yet tactful; determined yet respectful of others' concerns; someone with flexibility and creativity to find multiple solutions to reach objectives;
- A team player, confident and competent; strong skills in time management; able to work well with diverse colleagues who employ different work styles;
- A hard worker with a high energy level; a "doer" with a willingness to work hands-on in developing and executing a variety of activities;
- Emotionally mature; with a sense of humor

### **Qualifications**

- 3-4 years of administrative work experience; work for a non-profit or arts organization is a big plus.
- Strong working knowledge of MS Word, Excel, and Outlook. 3-4 years of experience with CRMs such as PatronManager or Salesforce, and/or iWave (or similar systems) is preferred.
- Task-oriented individual with excellent attention to detail and the ability to prioritize.
- Solid written and oral communication skills.
- Strategic thinker with the ability to work independently and as part of a high performing cross-functional team.
- Bachelor's degree from an accredited college or university (preferred), or equivalent work experience.
- Demonstrated ability to work in an open, respectful, collaborative environment.

### **Compensation**

- The salary range for this position is \$50,000 to \$55,000 annually, depending on experience.
- 100% employer-paid medical and dental premiums; 3% employer-paid 403(b) contributions - with no employee match required; free half-day Fridays during summer months!

The Development Operations Coordinator is a full-time exempt position. Palm Beach Opera offers generous benefits and an excellent working environment. Please forward your cover letter and résumé in pdf format to: [pbohr@pbopera.org](mailto:pbohr@pbopera.org)