

SEATTLE OPERA.

DEVELOPMENT ASSOCIATE

Seattle Opera is accepting applications for the position of Development Associate. This is full-time, non-exempt position reports to the Director of Development.

SCOPE

This position reports to the Director of Development and is responsible for the timeliness and accuracy of donor acknowledgement letters, leading Dress Rehearsal donor benefit and Gala auction acquisition processes, provide scheduling and administrative support to the Director of Development, support Wagner and More (WAM) Leadership Council, work in collaboration with the Development team to plan dinners and events for Seattle Opera patrons, and manage a portfolio of up to 30 individual donors and prospects.

PRINCIPAL ACCOUNTABILITIES

- In partnership with Development Operations Manager, oversees the gift acknowledgement process ensuring 48-hour turnaround time once gift has been received.
- Lead the Dress Rehearsal donor benefit implementation process, including the assignment of seats and distribution of passes at the box office at the Dress Rehearsals.
- Support the WAM affiliate group through the event planning and execution, membership appeals, and staffing the WAM Leadership Council.
- Manage Seattle Opera front desk volunteer corps
- Connect with patrons/donors via Donor Services phone and e-mail communication channels. Personally respond to requests regarding events, contributions, benefits, parking, McCaw Hall information, website navigation, tax receipts, and other. Support all development department staff in donor services training and resolution of complex issues
- Provide executive administrative support to the Director of Development:

- creating written correspondence, including proposals and reports to individual donors in Director of Development's portfolio
 - serving internally and externally as liaison to Director of Development as needed
 - maintaining Director of Development's calendar
 - managing expense reports.
- Maintain a portfolio of up to 30 individual donors and prospects of \$1,000 and more, providing ticket concierge service as needed.
 - Lead Gala auction acquisition work, personally soliciting auction donations and supporting Gala committee members with their solicitation steps.
 - Monitor assigned Customer Service Inquiries (CSIs) in Tessitura and work to address and close outstanding issues.
 - Plan and work Development events (e.g. appreciation events, donor lounge, Gala, dinners and receptions) as assigned to cultivate prospects and steward donor relationships.
 - Prepare related event collateral including lounge books, signage, name tags, wine delivery, parking scrips, etc.
 - Collaborate with vendors as needed.
 - Manage expense tracking for assigned projects and events.
 - Process reimbursements, purchase orders, bulk mail account requests, and invoices in partnership with Development Operations Manager.
 - Assist with department forecast process through accurate recordkeeping and updated expense tracking tools.
 - Participate in appropriate professional organizations as approved.
 - Perform other duties as assigned and needed to successfully achieve Development goals.

QUALIFICATIONS

- Bachelor's degree or equivalent work experience.
- Minimum of 2 years customer service experience.
- Outstanding written and verbal communication skills. Donor communication experience preferred.
- Knowledge of Tessitura and/or experience with donor management systems, and proficiency in Microsoft Office Word, Excel and PowerPoint.

DESIRED ATTRIBUTES

- Professional attitude, highly motivated, and accountable.
- Able to think creatively, strategically, and proactively.
- Excellent organization skills, able to plan ahead, meet deadlines and goals while simultaneously managing multiple projects.
- Able to perform well under pressure, with excellent interpersonal skills and the ability to interact appropriately with volunteers and donors at all levels.
- Collegial and collaborative approach to assignments.
- Knowledge of opera is a plus.

COMPENSATION

- Salary DOE. Seattle Opera offers a generous benefit package including medical, dental, life and disability insurance, as well as free parking.

CONTACT

- Qualified candidates are invited to submit a cover letter and resume by email to jobs@seattleopera.org with "Development Associate" in the subject line. No phone calls.