

# SEATTLE OPERA.

## **DONOR STEWARDSHIP MANAGER**

Seattle Opera is accepting applications for the position of Donor Stewardship Manager. This full-time, salaried position reports to the Associate Director of Development.

## **PRIMARY RESPONSIBILITIES**

Responsible for the strategic planning, management, and implementation of more than 70 donor benefits and events each year to cultivate and steward both donors and donor prospects. Executes high-level fundraiser-net events that meet their revenue and expense goals while raising Seattle Opera's profile in the community. Manages vendor relationships as a key element in overseeing a budget in excess of \$350,000. Supervises the Donor Stewardship Associate as a member of the Annual Giving and Donor Services team.

## **PRIMARY DUTIES**

- Strategic planning, management, and implementation of all Seattle Opera fundraising-related events and donor relations activities in support of specific fundraising and cultivation objectives. Includes all Seattle Opera fundraising efforts including the Annual Fund, Seattle Opera at the Center, significant and unique celebration events, and affiliate groups.
- Personally execute 30-40 events each season. Prepare related event materials including timelines, remarks, lounge books, signage, name tags, wine delivery, parking scrips, etc. Collaborate with vendors as needed.
- Lead the company's creation and execution of large scale fundraising events. Partner with board and special event committee members to ensure financial success and positive patron experience.
- Produce the annual donor handbook, creating compelling content to ensure donors have an enriching experience and easy access to pertinent information.
- Solicit and manage in-kind sponsorships strategies and cultivates relationships with in-kind event sponsors. Supervise delivery of related donor benefits.
- With the Associate Director of Development, develop and ensure responsible adherence to the Donor Stewardship budget.
- Ensure donor benefits are utilized and support a positive donor experience. With the Donor Communications Manager, routinely survey the donor family to ensure satisfaction, note trends, and inform the creation of future offerings.
- Oversee and support the Donor Stewardship Associate in the creation and deployment of invitations for all development events. Personally track RSVPs and monitor attendance. Maintain event pages of the website using EPiServer CMS.

- Establish and maintain a positive relationship with key event vendors: Seattle Center and Savor at McCaw Hall. Ensure all components of contracts are fulfilled, invoices are accurate, and communication is clear and collegial.
- Oversee staffing of all development events: coordinate department staffing calendar, ensure roles are well defined and appropriately covered.
- Work closely with the Donor Stewardship Associate, Donor Communications Manager, and Development Associate and supervise their work in regards to special events and donor benefit fulfillment.
- Lead company-wide monthly events meetings, collaborating closely with the production, technical, artistic and education departments.
- Monitor assigned Customer Service Inquiries (CSIs) in Tessitura and work to address and close outstanding issues.
- Manage a small portfolio of individual and corporate donor accounts, in coordination with Associate Director of Development - Individual Giving.
- Supervise interns and volunteers as needed.
- Perform other duties as assigned and needed to successfully achieve department goals.

## **QUALIFICATIONS & REQUIREMENTS**

### Education

- Bachelor's degree, preferably in the field of performing arts or non-profit management. Degree may be substituted for 4 years' experience focused on special events.

### Skills, Knowledge, Abilities

- Excellent organizational skills, able to plan ahead, meet deadlines and goals while simultaneously managing multiple projects.
- Able to appropriately interact with high-level donors in person and via phone and email.
- Keen eye for detail.
- Outstanding written, verbal and interpersonal communication skills.
- Knowledge of Tessitura and/or experience with other donor management system/s.
- Proficiency in Microsoft Office Word, Excel, and PowerPoint.

### Experience

- 3+ years' work in development with donor benefit and event management responsibilities.
- Demonstrated success creating and implementing donor benefit systems that increase loyalty and engagement.
- Experience planning and executing large-scale fundraising events that achieve their goals.

## **SPECIAL REQUIREMENTS**

Position requires evening and weekend work on regular and occasional basis. Reliable transportation, preferably own car. Able to lift 40lbs.

## **COMPENSATION**

Salary DOE. Seattle Opera offers a generous benefit plan including medical, dental, life and disability insurance, and parking.

**CONTACT**

Qualified candidates are invited to submit a cover letter, resume, and three professional references to jobs @seattleopera.org with “Donor Stewardship Manager” in the subject line. No phone calls please. Seattle Opera is an Equal Opportunity Employer.