

# PITTSBURGH OPERA

## Individual Giving & Data Associate Job Description

### Job Summary

Pittsburgh Opera, Inc., a Level II member of Opera America and a constituent organization of the Pittsburgh Cultural Trust, has an immediate opening and is seeking qualified applicants for the position of Individual Giving & Data Associate. The Individual Giving & Data Associate reports to the Director of Development and is an integral member of the opera company's development staff. Pittsburgh Opera's development program raises between \$3.5 and \$4 million in contributions annually against an overall operating budget in the range of \$6.5 million.

The Individual Giving & Data Associate is responsible for all data/information management functions in the development department, including gift-entry and processing of payments and pledges; preparing acknowledgement letters and donor lists in a timely and error-free manner; prospect research and management; managing and fulfilling donor benefits; and supporting the Director's and Associate Director's execution of the individual gift program. In addition, candidates will manage the annual individual membership and telefunding campaigns, including planning, coordinating and executing comprehensive appeals to donors of up to \$2,999 and analyzing the effectiveness of those campaigns and appeals, in association with the Director and Associate Director of Development.

Specific job responsibilities of the Individual Giving & Data Associate :

- **Data/Information Management:** Receives and processes all gifts from all sources; ensures that the department's records reconcile with the finance department on a daily and monthly basis; manages the collection process for all pledged gifts; ensures the integrity of paper and electronic donor records; actively utilizes database for gift acknowledgement, moves management, analysis and reporting; interfaces with team of database consultants regarding updates, best practices and trouble-shooting on behalf of the Development Department.
- **Annual Individual Membership/Telefunding Campaigns:** Prepares, coordinates and executes the opera's efforts to secure more than \$200,000 per year in gifts of less than \$1,000, utilizing direct-mail, telefunding appeals, online as well as phone and face-to-face. Identifies, cultivates and solicits renewal gifts, with special emphasis on upgrading current donors, recovering support from lapsed donors and acquiring new donors.
- **Manage Donor Benefits:** Communicate benefits to individual donors; send invitations to recognition events and track responses; staff donor recognition events; and prepare donor listings.
- **Support Director of Development:** Provides administrative support to the Director of Development to record and manage solicitations and the tasks associated with them throughout the department.
- **Prospect Management and Research:** Identifies prospects from the opera's database for online, on-demand screening to qualify prospects as potential donors. Records relevant information from donor profiles in the company-wide database and flags potential donors for cultivation and solicitation actions.
- **Other:** Participates in the opera's efforts to strengthen corporate participation in the annual fund and special events by identifying potential corporate relationships among individual donors. Contribute to short- and long-term departmental planning and evaluation. Welcome guests to opera performances at the Benedum Center, CAPA Theatre and other events and programs at the opera headquarters in the Strip District.

**Qualifications**

- *Required:* Bachelors' degree; two to four years' experience in development/nonprofit management; or the experiential equivalent; proficiency in donor/customer relationship management software, such as Raisers' Edge or its equivalents, and the components of Microsoft Office; ability to manage multiple tasks independently and to thrive in an open office environment superior written and oral communication, organization and time management skills; availability to work nights and weekends.
- *Preferred:* Familiarity or proficiency with Tessitura software; familiarity with basic bookkeeping and financial accounting; demonstrated success in securing gifts and managing a comprehensive fundraising program
- *Helpful:* Experience with computer software for data analysis, proposal/presentation creation and project management; valid drivers' license.

**Compensation**

The position is full-time exempt. Salary is commensurate with experience and demonstrated skills. Benefits include medical, and vision; paid vacation and holidays. The Pittsburgh Opera is a tax exempt 501(c)(3) organization and is an Equal Opportunity Employer.

To apply, please respond by email only to Kristin Gatch at [kgatch@pittsburghopera.org](mailto:kgatch@pittsburghopera.org). Your email should include a cover letter including salary requirements/expectations, your resume and a brief (1-2 page) writing sample.