Donor Database Coordinator

Reports to: Director of Development
Classification: Full-time, exempt
Work Schedule: Monday-Friday, 9am-5pm with early mornings, evenings and weekends as needed
Salary Range: $40,000 - $45,000 (Salary based on education and experience)

SUMMARY:
The Donor Database Coordinator is responsible for ensuring the integrity of donor data, accurate, timely acknowledgement, and reporting of development metrics. This position is critical to the operations of the Development department as well as the Company at large, with responsibility for gift entry and tax acknowledgment, administration of Raisers Edge NXT CRM database (RE NXT), as well as reporting and analytics. Central City Opera seeks someone who is passionate about opera, music and the performing arts and will be driven to unlock the arts potential to transform our community.

RESPONSIBILITIES INCLUDE:
Gift Entry, Donor Recognition and Acknowledgement, Tax Certifications
- Track contributed revenue, including general contributions, memberships, and event payments in TRE; perform adjustments and write-offs when necessary
- Draft, generate, and coordinate timely mailing of donor acknowledgement letters according to company standards for donor retention
- Oversee all donor recognition materials for the Summer Festival including program, supertitles, and signage
- Issue Enterprise Zone Tax Certifications and serve as primary contact for Enterprise Zone Contribution Project

RE NXT Administrator
- Serve as the RE NXT administrator, establishing naming conventions and guidelines
- Identify and address data health concerns for database of 50,000+ constituents
- Import and update Box Office history, committee participation, and event attendance
- Create queries to export contact information for direct mail and email solicitations
- Responsible for setup and maintenance of Appeals, Funds, Campaigns, and Events; work with the Controller to ensure proper reconciliation with the general ledger

Operations, Reports, Analytics
- Serve as liaison between Operations and Development departments
- Generate weekly gift detail reports and conduct monthly financial reconciliation of contributed revenue and pledge balances with Controller
- Support the Development and Operations teams with cash flow and contributed revenue reporting and projections; form recommendations for annual budget
- Process monthly pledge payments, provide the department with pledge balance reports, and adjust payment dates in RE NXT as needed
- Accountable for the integrity of donor records and gift data in the RE NXT Database and in hard copy files; assist in providing documentation for annual financial audit
- Track incoming customer service issues related to development and events and assign issues to the appropriate team member for follow up
Other Duties
• Prioritize the completion of administrative tasks assigned by the Director of Development
• Represent the company on board and volunteer committees, providing support as needed for the External Affairs Committee, the Central City Opera Guild, and fundraising event committees
• Serve as support for Development mailings including solicitations and event invitations
• Proof department collateral and communications for accuracy
• Provide customer service and support via email and phone as a representative of the Company and the Development team
• Assist in onboarding new Development staff members
• Attend regular Development and Central City Opera staff meetings
• Attend Central City Opera performances and events as needed
• Related duties as assigned

QUALIFICATIONS:
• Significant experience using RE NXT or comparable CRM system, two-three years in development-related work preferred
• Three or more years of relevant experience in non-profit administration, accounting, and/or business operations
• High level of proficiency with Microsoft Office, especially Excel, Word, and Outlook
• Ability to prioritize workload to complete assignments in a timely manner when faced with multiple deadlines and competing priorities
• Ability to work collaboratively with others
• Must be proactive, highly motivated, detail-oriented and thrive in a metrics driven work environment
• Discretion, maturity, and composure, especially under pressure
• Interest/knowledge in opera, music, or the performing arts strongly preferred
• Bachelor’s degree required

HOW TO APPLY:

Please send resume and cover letter to:

Sara Blackwelder, Controller
hr@centralcityopera.org