



Development Administrative Coordinator

Reports to:	Vice President of Development
Classification:	Full-time (non-exempt)
Work Schedule:	Monday-Friday, 9am-5pm (<i>early mornings, evenings and weekends as needed</i>)
Salary Range:	\$45,000 - \$50,000 (<i>Salary based on education and experience</i>)
Location:	Administrative office at 4875 Ward Road, Wheat Ridge, CO (some commuting to Central City during the festival and other events as needed)

POSITION SUMMARY:

Central City Opera (CCO) is seeking a Development Administrative Coordinator. The Development Administrative Coordinator is an enthusiastic relationship builder who works closely with the Development Team to advance the philanthropic goals of Central City Opera (CCO) and support the company's full array of programmatic, educational, and strategic initiatives.

The Development Administrative Coordinator is responsible for reporting and analytics, as well as ensuring the integrity of donor data, reporting of development metrics, and accurate timely acknowledgments. This position is critical to the operations of the Development department and the company at large, with responsibilities for gift entry and tax acknowledgments and administration of Raiser's Edge NXT CRM database (RE NXT). The Development Administrative Coordinator collaborates with the Associate Director of Development to produce the company's direct mail and online giving campaigns, which includes the creation and production of development collateral. Simultaneously, this role works with the Volunteer & Donor Relations Coordinator in the identification and fulfillment of donor benefits.

RESPONSIBILITIES INCLUDE:

Gift Entry, Donor Recognition, and Acknowledgement, Tax Certifications

- ◆ Track contributed revenue, including general contributions, memberships, and event payments in RE NXT; perform adjustments and pledge write-offs when necessary
 - ◆ Draft, generate, and coordinate timely mailing of donor acknowledgment letters according to company standards for donor retention
 - ◆ In close cooperation with the Volunteer & Donor Relations Coordinator, oversee all donor recognition materials including but not limited to the Summer Festival including program, supertitles, and signage
 - ◆ Issue Enterprise Zone Tax Certifications and serve as primary contact for Enterprise Zone Contribution Project
 - ◆ Perform research and prepare donor profiles in advance of meetings and special events
-

Raiser's Edge (RE NXT) Administrator

- ◆ Serve as the RE NXT administrator; establishing naming conventions and guidelines
- ◆ Identify and address data integrity for a 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

- ◆ Monitor all general development inboxes
- ◆ 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 accounting
- ◆ Support the Development and Operations teams with detailed cash flow and contributed revenue reports 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
- ◆ Organize electronic and hard copy donor records

Other Duties

- ◆ Prioritize the completion of administrative tasks assigned by the Vice President of Development
- ◆ 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:

- ◆ A minimum of 2 years of experience in fundraising and/or nonprofit administration
- ◆ Exceptional experience using RE NXT or comparable CRM system (RE NXT preferred)
- ◆ Proficient with Microsoft Office Suite, including Word, Excel & PowerPoint
- ◆ Basic knowledge of fundraising principles and the funding process
- ◆ Excellent written and verbal communication skills
- ◆ Efficient and courteous customer service skills through phone, email, and in-person service
- ◆ Ability to perform computer data entry functions in a timely and accurate manner
- ◆ Attention to detail, analytical skills, and problem-solving abilities

EQUAL EMPLOYMENT OPPORTUNITY

It is and will continue to be the policy of Central City Opera that all persons are entitled to equal employment opportunity based on their individual qualifications, performance, and potential without regard for their race, color, sex, gender, marital status, sexual orientation, pregnancy, religion, age, national origin, ancestry, disability (physical, mental or sensory), medical condition, veteran status or genetic information, as required by state and federal law.

- ◆ Bachelor's Degree or equivalent combination of experience and education
- ◆ Must be available to work evening/weekend events, as required
- ◆ Passion for opera and the arts strongly preferred

Skills and Abilities:

- ◆ Patron-centric and customer service focused
- ◆ Outstanding interpersonal skills with the ability to function in a collaborative environment while also working independently
- ◆ Solid ability to exercise a high degree of diplomacy, discretion, flexibility, and collaboration with various levels of stakeholders
- ◆ Displays original thinking and generates creative solutions
- ◆ Commitment to diversity, equity, inclusion, and justice
- ◆ Works well in group problem-solving situations, developing alternative approaches and ideas for improving work systems and outcomes
- ◆ Uses intuition and experience to complement data
- ◆ Must be amenable to fluctuating work schedules during busy periods, including the summer festival
- ◆ Driving to Central City and other event locations required
- ◆ Bi-lingual candidates encouraged
- ◆ Ability to lift 30 lbs.
- ◆ Valid Driver's License

BENEFITS

- ◆ A comprehensive benefits package including medical, dental, and vision coverage
- ◆ 100% paid life insurance and long-term disability insurance
- ◆ Paid time-off for flexible personal use and holidays
- ◆ 403(b) Retirement Plan with immediate eligibility to contribute

HOW TO APPLY:

Please send your resume, a cover letter and an example of your work to hr@centralcityopera.org.

EQUAL EMPLOYMENT OPPORTUNITY

It is and will continue to be the policy of Central City Opera that all persons are entitled to equal employment opportunity based on their individual qualifications, performance, and potential without regard for their race, color, sex, gender, marital status, sexual orientation, pregnancy, religion, age, national origin, ancestry, disability (physical, mental or sensory), medical condition, veteran status or genetic information, as required by state and federal law.