



## OPERA COLORADO POSITION DESCRIPTION

Development Operations Manager

Reports To: Director of Development

Type: FULL TIME

FLSA Classification: EXEMPT

### Position Overview

The Development Operations Manager will be responsible for overseeing Opera Colorado's donor database, supporting the activities of the Development department and helping drive processes and accountability of all team members. S/he will take the lead on maintaining the accuracy of the donor database, managing the organization's gift entry and acknowledgement process, researching donor prospects for annual giving as well as special fundraising campaigns and annual Gala, assisting in benefit fulfillment efforts, and supporting the planning and execution of company-wide events.

- Full-time position with salary and benefits including but not limited to medical and dental insurance, and 401K retirement plan.
- Evening and weekend work required.
- Location: Englewood/Denver, CO

### Duties and Responsibilities

- Maintain the accuracy of Opera Colorado's donor database, including gift entry, gift acknowledgements and program book listings.
- Create, update and track steps for donor plans in Tessitura database; help drive accountability of staff by working to keep plan steps on schedule.
- Research donor prospects using iWave search engine; make qualified suggestions for new annual fund and special campaign prospects.
- Articulate the mission, vision and needs of Opera Colorado, as well as donor benefits and levels through written and verbal communications.
- Assist with execution of monthly direct mail solicitations.
- Serve as a point of contact for OC donors, assisting in fulfillment of donor benefits and effective donor stewardship, both individual and corporate.
- Participate in relationship-building with Opera Colorado donors, patrons and guests as appropriate.

- Assist the Associate Director of Development as needed to plan and execute fundraising, cultivation, and donor recognition events, including the annual black tie Gala and the Spring Tea.
- Coordinate logistical details for in-house events for Development, Education and Marketing departments as needed.
- Schedule volunteers as necessary.

### Personal Characteristics

- A mission-driven individual with a belief in and commitment to Opera Colorado's mission and values;
- Detail-oriented; an individual with self-discipline and a critical eye;
- A good listener; comfortable receiving input from many sources; ability to analyze and formulate information into a sound, well-organized plan;
- Intrepid yet tactful; determined yet respectful of others' concerns; someone with flexibility and creativity to find multiple solutions to reach objectives;
- A team player, confident and competent; strong skills in time management; able to work well with diverse colleagues who employ different work styles;
- A hard worker with a high energy level; a "doer" with a willingness to work hands-on in developing and executing a variety of activities;
- Emotionally mature; with a sense of humor

### Qualifications

- Bachelor's degree plus at least one year of administrative work experience.
- Working knowledge of MS Word, Excel, Outlook. Experience with Tessitura and/or iWave (or like systems) a plus.
- Task-oriented individual with excellent attention to detail and the ability to prioritize.
- Experience with customer-oriented work environments.
- Solid written and oral communication skills.
- Ability to work independently and make sound decisions.
- Strategic thinker with the ability to work independently and as part of a high performing cross-functional team.
- Demonstrated ability to work in an open, respectful, collaborative environment.

To apply, send resume and cover letter to [humanresources@operacolorado.org](mailto:humanresources@operacolorado.org) by September 20<sup>th</sup>. No phone calls.