

Development Operations Manager Position Description

TITLE: Development Operations Manager
REPORTS TO: Director of Development
DEPARTMENT: Development

FLSA: Exempt
Employment Status: Full-time
Date Posted: 7/31/2023

POSITION DESCRIPTION:

Woolly Mammoth seeks a highly detail-oriented and process-focused professional to join our team as the Development Operations Manager. A core member of our fundraising team, the Development Operations Manager is responsible for ensuring that the Development department runs smoothly and efficiently and leverages accurate data to inform fundraising strategies. This position is charged with creating and maintaining the best systems for stewarding donors and donor prospects, leveraging data and technological solutions to match departmental and organizational goals. The Development Operations Manager also works cross-departmentally to coordinate efforts with our Tessitura patron database, including training new staff and staying up to date with best practices for data management and clear communications across the organization. This position reports to the Director of Development (temporarily reports to the Managing Director).

DUTIES & RESPONSIBILITIES:

Development Procedures and Database Management

- Establish, maintain, and improve upon the smooth, efficient, and accurate processing of all donor contributions, from start to finish. This includes gifts from individual, foundation, corporation, and government donors to the annual fund, special events, capital campaigns, and special fundraising efforts;
- Maintain moves management schedules and steps for giving officers throughout the organization;
- Proactively seek, identify, and recommend process improvements to support Development departments operations, in service of organizational goals and priorities;
- Set up and maintain all campaigns, appeals, funds, source codes, events, plans, and other structures in Tessitura CRM system;
- Process contributions, pledges, and payments (through cash, check, credit card, and stock transfer transactions) and maintain proper back up files;
- Write and distribute pledge reminders and donor acknowledgement letters, in accordance with required parameters;
- Ensure donor benefits (such as parking passes, drink vouchers, and event invites) are properly distributed and tracked in Tessitura;
- Create and update donor plans to inform fundraising approaches and strategies;
- Prepare weekly donor lists and background information for front-line fundraisers (including Director of Development, Artistic Director, and Managing Director), working in close coordination with Individual Giving Manager and other members of the Development team;
- Pull patron lists, build and run Development reports; produce analysis materials as needed;
- Maintain accurate and updated donor listings in all communications (playbill, website, lobby recognition, etc.);
- Carry out prospect research using iWave and create confidential research profiles for donors and prospects;
- Enforce best financial practices related to gift entry and assist Controller with monthly financial close and yearly audit;
- Execute all annual fund campaigns (with primary focus on Calendar Year-end and Fiscal Year-end);
 - Create appeal timeline and project manage the execution of direct mail and digital campaigns
 - Collaborate with the Donor Engagement & Events Manager on appeal messaging and with marketing department and mail house on designing and printing

Pull mailing data and accurately track revenue to compare against projections

Budget and Administrative Support

- Maintain Development department budget and track expense spending, including credit card transactions;
- Maintain and accurately track all incoming individual contributed revenue and Board contributed revenue with support from the Director of Development, assisting with quarterly rejections;

- Train and support other staff on Development operations as needed;
- Support fundraising efforts, including special events;
- Provide administrative support to Executive Leadership for the Board of Directors
 - Maintain Prospect Pipeline for the Board Nominating Committee
 - Draft annual solicitation materials for members' renewals
 - Serve as a staff liaison for the Nominating Committee

Organization Data & Communications Support

- Lead and serve on the Tessitura Committee
- Supervise the creation and coordination of all mail, email, and invitation lists across the organization, including working closely with Marketing department;
- Provide Tessitura database support and training across the organization, including employing outside support as needed;
- Spearhead relevant Tessitura upgrades and assist with third party integrations (email platforms, event platforms, research platforms, etc.);
- Collaborate with other Tessitura users to maintain accurate data across the organization;
- Maintain organization-wide communications calendar and lead calendar meetings.
- All other duties as assigned.

Company-Wide Responsibilities:

- Commit to Woolly's policy of anti-racism and radical inclusivity. This includes participating in anti-bias/anti-harassment training, familiarizing yourself with the policies in the employee handbook, using Woolly's Liberation Library as an educational resource, engaging in EDI work at Woolly, and furthering your own independent journey with anti-racism.
- Cross-departmental collaboration, including participating in at least one Woolly working group, committee, and/or taskforce outside of your own department.
- Advocate for policies both internally and externally that further advance Woolly's stated values on an organizational, local, and national scale.
- Contribute in meaningful ways to the culture. See "Our Culture at Woolly" section below for more information.
- Act as an ambassador for Woolly Mammoth in the local community and beyond.

QUALIFICATIONS:

Experience:

- Demonstrated experience with customer relationship management software and databases (Tessitura preferred);
- Experience with nonprofit fundraising is preferred;
- Experience with Microsoft Office (Outlook, Word, Excel, PowerPoint).

Essential Knowledge, Skills, and Abilities:

- Knowledge of the rules governing nonprofit donations;
- An analytical and inquisitive nature and interest in data and systems;
- Clear and effective verbal and written communication with a wide range of staff, donors, vendors, and other stakeholders;
- High level of confidentiality, with sound judgment, discretion, and personal integrity;
- Excellent organizational skills with strong attention to detail;
- Excellent interpersonal skills and the strong desire to interact with people;
- Technical savvy and general computer literacy, with the ability to learn new software quickly.

Other Skills or Qualities:

- Active engagement and leadership development in your individual position is integral to the overall health of our organization. This will be reviewed and defined with your supervisor to set individual goals. Woolly encourages employees to take personal responsibility and pride in their work.

- See the larger picture and pull out the relevant details to diagnose problems. Think creatively about how to solve problems including new ways of working together. Woolly values innovative thinking, big ideas, and bigger passion.
- Collaborate with and adapt to a wide variety of people and personalities, working styles, and artistic visions.
- Self-motivated, organized, and able to manage multiple priorities and projects;
- The ability to collaborate with a wide variety of people, personalities, and working styles;
- Detail-oriented and able to see the larger picture in service of holistic and creative problem solving;
- Ability to work both independently and collaboratively;
- Understanding of how fundraising responsibilities contribute to Woolly Mammoth's mission, embody its values, and achieve its long-term vision;
- An appreciation for theatre and a belief in the arts as an important contributor to society.

WORKING CONDITIONS:

- Hybrid Office Environment. Remote work option available.
- Some evening and weekend work required.
- Typical schedule is Mon-Fri, 10am-6pm, with some early mornings and evenings as necessary. Must be able to withstand extended viewing of computer screens.
- This position is currently a work-from-home position with the potential occasional need to go into our office in DC's Penn Quarter.
- This position has typically sat in an open/shared office environment with moderate noise levels.
- Woolly Mammoth Theatre Company is located in Washington, D.C.'s Penn Quarter neighborhood. It is air-conditioned, located in a wheelchair accessible building, and in close proximity to public transportation.

COMPENSATION + BENEFITS:

- **Starting Salary:** \$50,000
- **Benefits:** Employer-sponsored medical, dental, vision, life and AD&D, short-term disability, FSA medical and FSA Dependent Care plans, and commuter benefits. For medical insurance, Woolly Mammoth Theatre Company contributes 90% of the cost for employees and 50% of the cost for dependents.
- Woolly Mammoth Theatre Company recognizes that conversations about salary can be difficult. In recognition of the necessity for top-tier talent, we strive to provide pay that meets the market by leveling with industry peers to determine the pay range for each position. Where the employee falls in that range is determined by experience and skill set. Woolly will work hard to administer the compensation program in a manner that is transparent, consistent, and equitable across the company.

OUR CULTURE AT WOOLLY:

At Woolly, our culture is driven by our stated core values of radical inclusivity, creative risk-taking, relentless inquiry & experimentation, world-class excellence, and innovation. We expect both personal and collective accountability in how these values are applied to the work of each employee of WMTC. We acknowledge that Woolly Mammoth has upheld and benefited from systems of oppression in our country and we aim to do better; using the principles of anti-racism to guide our actions and decision-making. How we do things is as important as what we do, and we expect our core values and anti-racist practices to influence the way we work together as a team. We strive to center openness, integrity, and care in our policies, processes, and how we interact with one another. We embrace a culture of transparency, accountability, and mutual respect as the foundation of all our collaborations, both inter-departmentally and externally. We take seriously our role as a civic leader, and strive to address local and national challenges using our knowledge, skills, commitment, and resources. As part of this work, all employees are expected to develop meaningful internal and external relationships that are mutually beneficial and impact-aware. We believe that everyone in the Woolly community is worth engaging in conversations about the art we make and how that art intersects with the world. We lean into the unconventional, especially if a nontraditional and inventive approach will help us reach new understandings of our art form, our industry, and our world.