



# J O B   D E S C R I P T I O N

## DEVELOPMENT OPERATIONS & RESEARCH MANAGER

March 2021

---

South Coast Repertory (SCR) seeks a Development Operations & Research Manager (DORM) to join a dynamic team of artists and staff in growing one of the nation's best regional theatres.

This is a database position that will also manage departmental operations and will play a critical role at the top of the fundraising cycle, analyzing contributed revenue and external audiences to launch donor cultivation and solicitation.

Candidates should have experience helping departments increase revenue. Candidates also need to be motivated self-starters who take pride in owning projects from start to finish, be able to work independently, and have a customer-service or hospitality mindset.

The DORM is a newly created position and the priorities are gift entry and analysis, prospect research and supporting department operations. The DORM reports to the Director of Development (DoD).

### Gift Entry & Analysis (60%):

This will be the priority of the position but gift entry flexes between a few dozen gifts per week to hundreds depending on the time of year.

- Process all contributions (gifts, pledges, pledge payments) and share intel to team before depositing in Tessitura, including working with ticketing and accounting departments on various gift income channels.
- Improve donor database intel, including inputting intel into appropriate accounts, creating relationships between accounts, updating accounts with relevant news and research.
- Prepare weekly Contributions Report (and other special reports as necessary) to reconcile gifts with Accounting Department on a weekly basis.
- Provide all lists (mailing lists, donor lists, flat lists, giving history, etc.) to Development, other departments and leadership.
- Track all pledges and invoice schedules, and notify gift officers when pledge payments are past due.

- Analyze incoming contributions via monthly renewal campaigns and quarterly direct mail campaigns, and suggest improvements to campaigns.

#### Prospect Research (20%):

- Identify prospects via existing donor populations and completely new external audiences.
  - Read trade publications, business journals, donor lists, etc. to identify prospects.
  - Research prospects that come in via gift officers working with donors, Trustees and volunteers.
- Work with Marketing Department to analyze ticket buyers who are not donors and begin to set up patron loyalty systems that move ticket buyers up the chain to eventually become donors.
- Implement wealth screening on a monthly basis of all new donors and ticket buyers, as well as provide wealth screening of major donor prospects.

#### Department Operations (20%):

- Maintain all budgets. Process department invoices, reimbursements and check requests. Work in conjunction with the Accounting Department to reconcile invoices against Accounting statements each month. Assist the Director with quarterly budget projections. Work closely with Events staff to reconcile event budgets.
- Support Development staff on gift acknowledgement, including producing lists and reports out of Tessitura, and assisting with mailings.
- Support gift officers with research, meeting administrative support, assisting on direct mail and email campaigns.
- Represent department on organization-wide database-related projects and committees.
- Support the annual organizational audit, as well as prepare the department and work with other departments on fiscal year transitions.
- Work with IT and Ticketing to improve Tessitura and processes.
- Office management for the department including: maintain office supplies, document filing, daily mail, track postage, staff meeting support and materials as directed by the DoD.
- Assist with First Nights: purchase and prepare VIP ticketing envelopes; work with the box office to release the house and sort tickets; answer phones; support the check-in table.

- Other duties as assigned by the DoD, including assisting with Theatre Trips.

Personal Attributes:

- Hyper attention to detail.
- Analytical mindset.
- Hospitality mindset and donor- and audience-centrism where the customer is always first.
- Kaizen—a business philosophy of continuously improving systems, and finding workarounds when presented with obstacles.
- Self-starter able to jump in and manage multiple concurrent projects with little supervision.

Professional Qualifications:

- Two to four years' experience in database required; other equivalent experience will be considered in lieu of nonprofit fundraising experience.
- Experience with CRM and wealth-screening softwares.
- Exceptional computer skills, specifically MS Excel and Word, Google suite, and calendaring software required.

How to Apply:

1. Please prepare a cover letter, resume and salary requirements in one PDF, and remove your name from anywhere in the document. Only include contact information in the PDF. Applications in other formats will not be opened.
2. Email the PDF to [developmentcareers@scr.org](mailto:developmentcareers@scr.org) with only "DORM Application" in the subject line.

South Coast Repertory is an equal opportunity employer that values diversity in all areas of its operation.