

Thursday, July 27, 2023

Development Operations Manager

Company: National Sawdust
Location: Brooklyn, NY
Compensation: \$65,000

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NATIONAL SAWDUST

National Sawdust is seeking a new Development Operations Manager. The Development Operations Manager is responsible for overall development department operations including the management of the database (Audience View/OvationTix CRM), research and analysis, as well as day to day operational support. Reports to the Director of Development for all donor related and meeting scheduling functions and the Senior Director for all database and technology functions.

The position serves as the primary administrator for the customer relationship management database and provides operational support for the external affairs team. A successful candidate is someone who is able to effectively manage and organize donor and audience data, conduct research on donor and member prospecting, and lead administrative efforts such as managing acknowledgement letters, solicitations, etc. Audience View training will be provided.

About National Sawdust

At National Sawdust, we believe that artistic expression empowers us all to create a more joyful and just world. We curate and produce music and artistic works rooted in curiosity, experimentation, innovation, and inclusivity. We present our work by engaging communities of artists and audiences at our state-of-the-art Williamsburg home and on our digital stage.

As a composer, I believe the role of an artist in the 21st century is that of creator, educator, activist, and entrepreneur. I believe that 21st-century artists need to be thinking about how they can affect their communities, on a local and global scale. At National Sawdust, supporting emerging artists is our core mission, nurturing a wide array of voices who are collectively reshaping the landscape of new music for this new century. – Paola Prestini, Composer, Co-Founder and Artistic Director

Responsibilities include:

Development and Research

Primary lead in navigating data cleanliness and organization for AudienceView CRM, responsible for the day-to-day configuration, support, maintenance and improvement of our database and its interface with tools such as MailChimp and iWave.

Research and identify prospective and current donors and audience members for capacity and relationships using iWave, Instrumentl, Google, and other resources.

Track and maintain donor pipeline records for all fundraising campaigns..

Working closely with fundraising, marketing, box office, and hospitality staff, the specialist will identify, develop and deploy new business processes related to the CRM.

Responsible for training and supporting incoming staff on AudienceView, iWave, Instrumentl, etc.

Coordinate with box office manager and serve on team to build and provide quality control for BO and fundraising campaigns, events, and performances

Stewardship

Oversee and process contributions, pledges, and payments to National Sawdust for all fundraising portfolios including generating timely and accurate gift acknowledgements and handwritten thank you notes.

Create and manage prospect and donor research records using AudienceView and iWave.

Supporting in writing assets such as winter campaign, gala, etc.

Meeting Schedules and Planning Support

Organize and maintain meeting and special event calendars for the frontline fundraising staff

Assist in meeting planning as assigned for all board meetings, fundraising and cultivation events including executing solicitations, Save the Dates, and invitation mailings for all fundraising and cultivation special events.

Provide night-of assistance at select National Sawdust performances to help with coordination at fundraising and cultivation events, and to be able to communicate with knowledge to ticket buyers' and donors' experience with National Sawdust programs.

General

Assist the External Affairs leadership in the completion and management of all grant applications and reporting.

Provide night-of assistance at select National Sawdust performances to help with coordination at fundraising and cultivation events, and to be able to communicate with knowledge to ticket buyers' and donors' experience with National Sawdust programs.

Maintain External Affairs Google Drive files.

Other duties as assigned based on the evolving needs of the organization.

Qualifications:

Self-starter, comfortable in a small, entrepreneurial organization.

Experience with and deep understanding of AudienceView/Ovation Tix,iWave, Salesforce Nonprofit, and/or other CRMs.

Superior attention to detail, especially in maintaining databases and working with Google Drive and mail merge tools.

High level analytical skills demonstrating the ability to translate data into recommendations and actionable plans to support earned and contributed revenue goals.

Exceptional cultural competency skills including understanding and respecting values, attitudes, beliefs, and mores that differ across cultures, and considering and responding appropriately to these differences in representing the NS team to team colleagues, donors, artists, and board members.

Experience coordinating and prioritizing multiple projects within a deadline-driven environment.

Basic math skills: graph making, spreadsheet management.

Strong written and verbal communications skills; copywriting, copy editing, etc.

Strong time and project management skills.

Demonstrated love for the performing arts preferred.

Bachelor or Associate's degree and/or 3-5 years of prior development/marketing experience.

Compensation & Work Environment:

\$65,000 starting base with bonus potential

Competitive benefits and vacation package.

This is a full time position with hybrid work, both home and the NS venue as needed. Hours will vary from month to month depending on the performance/production nature of National Sawdust's mission and work.

All qualified applicants will receive consideration for employment without unlawful discrimination based on race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, or any other category protected by law. National Sawdust is an equal opportunity employer.

COVID-19 Vaccination required.

Position Open Until Filled

Application:

Please submit a cover letter and resume in one PDF to: candidates@nationalsawdust.org with Development Operations Manager in the subject line.

National Sawdust
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For more information:
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