

HARRIS THEATER FOR MUSIC & DANCE

Director of Development Operations

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| Department: Development | |
| Job Title: Director of Development Operations | |
| Reports to: Vice President of Development | |
| Full-time, hybrid onsite / remote work | Hours: Monday - Friday 9:00 AM to 5:00 PM Weekends and evenings for events and performances |

GENERAL DESCRIPTION

The Director of Development Operations is a full-time position, reporting to the VP of Development and leading the departmental strategies for annual fund giving, processing of gifts and acknowledgments, and overseeing organizational best practices in donor experience and database management.

As a member of the Harris Theater leadership team, the Director of Development Operations engages in strategy for optimization of time and resources for the development team and setting measurable annual fund and development operations annual and long-term goals. This individual is a proud representative of the Harris Theater in the community and is committed to enriching the Theater’s company culture.

DUTIES AND RESPONSIBILITIES

Strategy and Project Management

- Actively identifies, qualifies, cultivates, and solicits a portfolio of new donors and mid-level individual donors and prospects for the Harris Theater Annual Fund
- Develops framework, appeals, and engagement touch points for annual fund and membership programs, such as the program appeals, *Harris Theater Presents Consortium*, and HT Associate Board. Includes executing direct mail appeal letters, proposals, acknowledgments, and emails
- Works to build a pipeline that authentically grows individual annual giving with data-driven benchmarks, including upgrading average gift size, renewal rate, and dollars raised
- Project manages the implementation of physical donor recognition, including program book listings, donor walls, and plaques
- Serves as the primary Development team CRM administrator and subject matter expert for the Theater’s database, Tessitura. Manages the database to maintain accurate and comprehensive data and optimizes its usage across the Development team
- In collaboration with the Director of Sales and Ticketing, creates and documents protocols and procedures for best-in-class consistent database practices
- Collaborates with the VP of Development and Director of Donor Relations in creating the annual departmental operating budget and leads monthly reconciliation of assigned revenue and expense for the department

Stewardship and Reporting

- Fulfills benefits for annual fund donors including VIP ticketing, event invitations, and other agreed upon benefits
- Leads logistical and reservation tracking for events related to corporate and individual sponsorship benefits, donor cultivation engagements, and the bi-annual Gala
- Serves as staff liaison for HT Associate Board, ensuring fundraising goals are in place, benefits are defined, and event support is provided
- Extracts and analyzes data to be presented to the leadership team and the Board of Trustees Development Committee to help lead fundraising discussion and strategy

Leadership and Management

- In collaboration with the VP of Development and Director of Donor Relations, represent the Harris Theater as an organizational point of contact at performances, community engagement programs, and other events in the Chicago arts and non-profit community

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| | <ul style="list-style-type: none"> • In collaboration with the VP of Development and Director of Donor Relations, provides data, expertise, and leadership for the Board of Trustees Development Committee to stimulate fundraising discussion and strategy within the group • Supports the VP of Development, Director of Donor Relations, and President and CEO in data analysis leading to the cultivation and solicitation of major gift prospects • Provides leadership and mentorship to members of the Harris development team |

EXPECTATIONS AND EXPERIENCE

As a key member of the Theater team, the Director of Development Operations is expected to:

- Uphold the Harris Theater’s mission to be a home for music and dance, and embody organizational core values of artistic integrity, collaboration, belonging, resilience, and respect
- Attend performances/events as required and share staffing responsibilities with the team for the welcome table, event logistics, and other areas as assigned
- Participate in regular team meetings, share ideas, and communicate openly with peers and supervisor about questions, challenges, and successes
- Uphold the Harris Theater Code of Conduct and represent the Theater positively in interactions with artists, partner organizations, donors, and patrons

The ideal candidate will have:

- 5+ years of experience in arts administration, fundraising, or a related field, including CRM management and experience with executing an Annual Fund campaign
- Exceptional track record in data analysis and data management
- Track record setting and meeting financial goals
- Strong communication, organizational, and prioritization skills
- Willingness to collaborate with colleagues
- Capacity to effectively prioritize and manage multiple tasks simultaneously
- Sensitivity to and ability to maintain confidential information
- Experience in a not-for-profit organization, event planning, and employee management preferred
- Experience with Microsoft Outlook, Word, Excel, InDesign, and Tessitura

SALARY RANGE AND INSTRUCTIONS TO APPLY

The salary for this position begins at \$75,000 based on qualifications and experience, and benefits package. Please submit cover letter and resume to support@harristheaterchicago.org. No phone calls please.

The Harris Theater for Music and Dance is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, veteran, national origin, or disability status or any protected characteristic as outlined by federal, state, and local laws.

Any new hire of the Harris Theater will be required to be fully vaccinated against COVID-19.