



Taproot Theatre tells stories of hope, serving the Pacific Northwest through live theatre and educational programs.

Development Operations Coordinator Job Description

Department: Development	Pay Rate: \$18/hour
Supervisor: Director of Development	Status: part time, hourly, non-exempt
Job Description developed October 2021	Location: Seattle, WA
Desired Start Date: December 1, 2022	Position Open Until Filled

Position Overview:

Reporting to the Director of Development, the Development Operations Coordinator will manage the processing of all donations and contribute to donor communications. Additionally, they will analyze data to interpret giving trends, maximize gift renewals, identify potential capacity for increased giving and opportunities for moves management, and identify lapsed donors for additional follow-up. This position will identify operational gaps in donor and institutional funder engagement and renewal, and target new areas of opportunity to advance effective, sustainable growth in contributed revenue.

The Development Operations Coordinator will also collaborate closely with the Finance Office and with colleagues across other departments to ensure alignment on organization-wide database usage and define distribution lists for print and digital communications.

Primary Areas of Responsibility:

Manage Development team processes and data integrity

- Process all donations, maintain 3rd party donation sites, process all receipts and tax documentation for donors
- Maintain and improve ongoing database support for stewardship and solicitation processes
- Support prospect research process through regular integration of iWave prospect research results into patron database
- Working with Finance team, continue to evolve standards for database usage and hygiene, develop internal infrastructure to maintain the database's integrity and usefulness for ongoing analysis, and identify and resolve any issues that arise in daily, monthly, and yearly financial reports to ensure reconciliation
- Contribute to Development Department email copy as needed

Analyze and distribute giving data to monitor current-year progress and interpret trends in contributed revenue

- Regularly update donation and major donor reports for distribution to Development staff, Senior Leadership, and Board of Directors
- Build new reports to support more granular data analysis
- Regularly distribute and refine contributed revenue reports tracking ongoing progress toward current-year goals to support Development senior staff in budgeting and forecasting

Create data-driven tools to support forward-looking solicitation and stewardship strategies

- Create database dashboards tailored to the needs of the Development Department
- Build database queries and exports to support segmented outbound communications, donor and funder recognition lists, special event tax receipts, and annual donor tax statements
- Identify critical business questions and conduct data mining and analysis to identify historical patterns and causes, unearth trends, and forecast future expectations

Additional Duties

- All members of the Development Team attend weekly development and company meetings and participate in other duties as needed and assigned.

Minimum qualifications

- BA in Business Statistics or Analytics, Marketing, Arts Management, or equivalent experience
- Two to three years of experience with CRM systems, including 1-2 years of experience with Tessitura or a similar database
- Proficiency with Windows-based computer software and Microsoft Office, including Microsoft Outlook and Word; advanced proficiency with Excel, proficiency with Microsoft 365 and teleconferencing software
- Demonstrated experience conducting data and trend analysis
- Well organized and able to navigate multiple projects amidst shifting priorities within a dynamic environment
- Strong written and verbal communication skills
- Demonstrated ability to work both independently and collaboratively as a member of a team and with peers and management
- An ability to work evenings and weekends with advance notice, and/or flexible hours to meet the demands of a deadline-driven position
- A passion for theatre or other performing arts.
- Diplomacy, discretion, and a sense of humor

Desired qualifications

- Three or more years of experience with CRM systems, including thorough knowledge of Tessitura
- Knowledge of data mining and analytics with a focus on actionable outcomes and presenting insights
- Familiarity with field-wide trends in philanthropic giving, including emerging patterns in individual giving preferences, channels, vehicles, etc.

Salary

- This is a 20-hour/week, part-time position, not eligible for benefits. The pay rate is \$18.00/hour

Equity & Inclusion:

Taproot Theatre is working to become an anti-racist organization which prioritizes accessibility, transparent communication, and humanity to foster a space of belonging for all. As part of this work, employees will participate in regular trainings and discussions and be asked to support anti-racism and accessibility initiatives and policy changes, as part of their scope of work. To that end, Taproot Theatre seeks employees who demonstrate initiative to expand their own learning and competency within these areas in order to meaningfully participate in dismantling institutional racism, bias, and other systems of oppression which permeate our industry.

Faith Statement:

Taproot Theatre Company is incorporated as both a non-profit theatre and a parachurch organization. A parachurch organization is a Christian faith-based organization which works outside of church oversight, and across denominations, while carrying out its mission. Currently, all permanent Taproot staff participate in corporate prayer and self-identify as Christians. Seasonal workers and guest artists may choose not to participate in these customs and represent a diversity of faith traditions and backgrounds. Taproot Theatre welcomes folks of other faith traditions who are comfortable working in a Christian environment to apply for all open positions and does not discriminate on the basis of religion.

Physical Requirements:

This position requires frequent sitting or standing, manual dexterity to operate phones, computers, and other office equipment; strong command of the English language with the ability to be understood. The work takes place in multiple environments including the Taproot office, theatre, and occasional offsite venues. Must be available on evenings and weekends as needed for performances and events. Occasional work-from-home hours available. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Public Health:

Taproot Theatre Company requires every employee, volunteer, and contractor to present proof of vaccination against COVID-19. Proof of vaccination can be vaccine card (copy or photo accepted), WA state immunization printout, or verified medical record printout from medical provider.

To apply, submit a cover letter and resume to Gina Cavallo, Director of Development at Gina@TaprootTheatre.org.

Taproot Theatre does not discriminate on the basis of race, color, religion, sexual orientation, sex or gender identity, age, citizenship, national origin, veteran status, marital status, mental, physical, or sensory disability, or any other protected and otherwise underrepresented groups of individuals.