

SEATTLE OPERA.

RESEARCH & DATABASE MANAGER

Seattle Opera is accepting applications for the position of Research & Database Manager. This is a full-time, exempt position in the Development department and reports to the Associate Director of Development.

POSITION SUMMARY

The Research & Database Manager is a member of the Development Operations team and collaborates with the entire Development department. This position provides day-to-day and long-range oversight of Seattle Opera's customer relationship management system, Tessitura, by partnering with colleagues across the company to promote effective use of our database and foster adoption of best practices. The Research & Database Manager also fulfills the research needs of the Development department to achieve fundraising goals.

PRIMARY RESPONSIBILITIES

Database Administration

- Serve as primary point of contact for reporting, including facilitating the creation of Tessitura lists and extractions, data imports and exports, custom reports, and Tessitura Analytics dashboards. Compile donor and sponsor lists for program books, recognition materials, and other publications.
- Develop and implement processes to support data integrity. Contribute to the development and documentation of Tessitura related policies and procedures.
- Create and maintain all campaign plans (Annual Fund, Planned Giving, Endowment, and non-financial Partnership Plans). Implement mass population, closing and deletion of steps to support moves management.

Prospecting and Donor Research

- Provide accurate and timely research (one-time requests, event-based, and comprehensive donor profiles) to the Development team and company leadership. Write high-quality profiles on donors, prospective donors, and prospect board members, including relevant biographical, philanthropic and relational information.
- Manage prospect identification and qualification strategies to promote a robust and dynamic prospect portfolio through activities such as constituent list segmentation, database wealth screening and analysis, peer/constituency screening and rating.

- Collaborate with the individual giving officers to maintain, evaluate and improve the prospect portfolio. Track prospect assignments, readiness, capacity and other relevant information. Compile data and conduct quarterly and bi-annual metrics review meetings for all Development staff with portfolios.

REQUIREMENTS

- Undergraduate degree, plus 3-5 years of related experience, including performing research, writing profiles, data analysis, and knowledge of wealth indicators.
- Strong knowledge of Customer Relationship Management (CRM) databases required, experience with Tessitura required.
- Proficiency with Microsoft Office applications, especially Excel.
- Ability to work independently and collaboratively with the Development team to consistently meet deadlines.
- Ability to handle confidential information with discretion.
- Must be able to work evenings and weekends as needed.

DESIRED SKILLS & ATTRIBUTES

- People who know you are envious of your excellent organization skills, ability to plan ahead, meet deadlines and goals while simultaneously managing multiple projects.
- You have a collegial approach to assignments (you don't have all the answers, but you know where to go to find them) and you are able to perform well under pressure, with excellent interpersonal skills and the ability to interact with a variety of people including donors and volunteers.
- You have a professional attitude and a sense of humor.
- You are highly motivated and accountable, and understand that details matter.
- You think creatively, strategically, and proactively.

COMPENSATION

- Salary range is \$50,000-\$58,000, DOE. Seattle Opera offers a generous benefits package including medical, dental, vision, LTD, STD, Life insurance and a company paid ORCA passport. This is a full-time, exempt (FLSA) position.

CONTACT

Candidates are invited to submit a cover letter and resume by email to jobs@seattleopera.org with "Research & Database Manager" in the subject line. No phone calls, please.