

SEATTLE OPERA.

STEWARDSHIP PROGRAM MANAGER

Seattle Opera is looking for a Stewardship Program Manager to curate, develop, and implement the communications and event experiences that bring our subscriber and donor community together to deepen their love of opera and the arts. The ideal candidate for this position is a strategic thinker who is passionate about customer service and eager for an opportunity to combine their project management skills with their desire to build community and demonstrate the impact of supporting opera. If you like variety in your job, like to get things done, and you want to work with a creative and dedicated team, please apply.

Seattle Opera is committed to racial equity and to dismantling historic barriers of oppression. People of Color are encouraged to apply and audition for all Seattle Opera job opportunities. Learn more about our Commitment to Equity and our three-year Racial Equity and Social Impact Plan at www.seattleopera.org/equity.

REPORTING: Director of Development with secondary reporting to Director of Marketing and Communications. Supervises the Event Coordinator position.

RESPONSIBILITIES OVERVIEW: Works closely with the Development and Marketing departments to create, manage, implement, and evaluate stewardship strategies and communications for Seattle Opera's most important constituents: subscribers and donors. This includes the management of affiliate groups, including BRAVO! This position also coordinates and oversees logistics and planning for fundraising and marketing events (including the annual gala, Seattle Opera Board events, and other special events.)

STEWARDSHIP:

- Lead cross-departmental team dedicated to customer experience, stewardship, and retention strategies for donors (over 3,500 households) and subscribers (over 5,000 households)
- Develops and implements the subscriber, donor, and sponsor benefit levels for all annual donors and manages communications and benefit fulfillment.

Collaborate with the Director of Development and Individual Giving Officers to work as a team on donor stewardship strategies.

- Staff lead on BRAVO! Membership program, the largest under-40 subscriber program of its kind in the United States; manages acquisition, stewardship, and retention of its subscriber base through communications, benefits, and events.

EVENTS:

- Create the overall structure and cadence of the season Development and Marketing event plan. Liaise with Artistic, Production, and Programs & Partnerships departments for event planning.
- Supervise the Event Coordinator in implementing more than 50 events including creating event briefing documents for staff and Board, writing remarks, managing guest lists, and overseeing data entry.
- Team lead and project manager for the annual fundraising gala (the “Big Opera Party”), which netted \$550,000+ in 2020.
- Manage the Big Opera Party committee, act as primary liaison with co-chairs, and partner with Director of Development and Individual Giving Officers on committee recruitment.
- Team lead for all subscriber, donor, and BRAVO! events and all performance related events (lounges, dinners, hall ambassadors etc.). Work in partnership with Front of House (FOH) Manager to manage all FOH experiences.

COMMUNICATIONS:

- Manage stewardship communications calendar and planning for all event invitations, including donor and subscriber events, affiliate group communications and other communications as needed. Supervise Event Coordinator in execution of communications.
- Liaise with Marketing on all print and email production.
- Manage website and email content for subscriber and donor stewardship and events.
- Keep Development and Marketing teams informed about event plans and engage colleagues in the process of creating the season event and benefits plan.
- Collaborate with Audience Services team to support the Donor Services phone line and email inbox (including trainings.)

ADMINISTRATION:

- Manage program budgets with cumulative value of \$250,000 and all associated duties with expense tracking and reporting.

- Attend Front of House meetings at McCaw Hall and act as primary contact with McCaw Hall Caterer.
- Manage the hiring, workflow, and evaluation of the Event Coordinator position.

SECONDARY FUNCTIONS:

- Performs other job-related duties as assigned.

QUALIFICATIONS:

Experience: Bachelor's degree or equivalent relevant experience. Three to five years of experience in event planning, donor or subscriber relationship management, program management, or customer service and experience management. Demonstrated experience successfully working with diverse teams and roles with increasing leadership responsibilities.

Skills required:

- Excellent interpersonal skills with the ability to work diplomatically within a fast-paced environment.
- Shows initiative and is able to work independently.
- Results oriented leader with the ability to develop and communicate the program objectives, inspire and motivate staff, and maintain alignment with the mission and vision.
- Ability to quickly learn and adapt to new technology and software. Seattle Opera uses the CRM software Tessitura, Microsoft Office Suite, WordFly, Social Tables, and a website content management system.
- A high level of empathy and the ability to vary styles of interaction to match the needs of a variety of temperaments and personalities.
- Excellent verbal and written communication skills, including the ability to explain and “sell” the program goals and objectives.
- Deep understanding of customer experience and engagement strategies, the performing arts sector, as well as equity, diversity, and inclusion and how to apply that work to donor and subscriber programming.

FLSA Status: This is an exempt full-time position.

SPECIAL REQUIREMENTS: This position has a flexible schedule that adjusts depending on the performance and event schedule; nights and weekends will be required regularly. On performance dates, on-site presence is required until after

performance ends. Must be flexible during performance runs. Employee will make own, suitable transportation arrangements. Must be able to lift 25 pounds.

COMPENSATION: Seattle Opera offers medical, dental, vision, life insurance, long term disability, short term disability, EAP, transit/parking benefits. Salary range for this position is \$57,000-67,500 DOE.

CONTACT: Qualified candidates are invited to submit a cover letter and resume by email to jobs@seattleopera.org with “Stewardship Program Manager” in the subject line. No phone calls.