



TITLE

Development Operations Associate

OVERVIEW

Ballet Memphis aspires to reveal and celebrate the universality of the human experience through dance. The organization was founded in 1986 with the mission to create a ballet company that is reflective of our community and the nation by creating, presenting and teaching ballet in a way that celebrates the human spirit. Over the years, our professional company has developed an extensive original repertoire that spotlights the unique cultural significance of our region, having shared it with audiences at home and around the nation, including the Joyce Theater in New York City and the John F. Kennedy Center for the Performing Arts in Washington, D.C., among others. Today, Ballet Memphis operates through four program pillars: a professional dance company, a ballet school and advanced youth ensemble, robust Pilates and Wellness offerings, and a growing body of community impact work.

JOB SUMMARY

The Development Operations Associate is the primary donor database manager and will be directly responsible for the operational elements of fundraising and development including processing all incoming gifts, maintaining accurate donor and gift records, and accurately updating internal dashboards/reports. This position uses their ownership of patron data to support the organization's emerging research and audience development agenda. Sharp attention to detail, self-motivation, and excellent organizational skills are required, as are strong written and verbal communication skills. This position reports to the Chief of Programs & Strategy and is a vital member of the Advancement Department.

RESPONSIBILITIES

- Gift Management
 - Process all incoming gifts and ensure accurate input to database.
 - Maintain accurate gift, grant, and donor records.
 - Run database queries and reports to create recipient lists for mailings, e-news, etc.
 - Prepare weekly development reports utilizing Excel and the donor database.
 - Manage mail-merges and direct mail campaigns.
 - Refine systems and processes as appropriate.
- Audience Research
 - Support Ballet Memphis' emerging research and audience development



agenda by creating meaningful analyses of donor and patron preferences/ perceptions using the donor database, electronic survey tools, and other modes.

- In collaboration with the Executive Office and Communications Strategist, help to conduct routine electronic surveys that gather demographic and other data about our audiences.
- Patron Services
 - Collaborate with the Box Office to ensure effective stewardship of existing donors and to provide additional support during peak times.
 - Support logistics for special events and initiatives as needed (examples include the Nutcracker Boutique, donor receptions, community events, etc.).
 - Assist in building relationships with all patrons and within all areas of the organization—Company, School, Pilates + Wellness, and Community Impact.
- Support the creation of:
 - New fundraising, stewardship, and promotional strategies based on relevant data
 - Promotional materials
 - Grant reports

REQUIREMENTS

- Bachelor's Degree required
- Donor database or other database experience required (Raiser's Edge, Theater Manager, Banner, Salesforce, Patron Manager, etc.)
- Must be proficient in Microsoft Office, especially Excel, Word, and Power Point; general comfort with learning new technology
- 2+ years of relevant experience preferred (administrative, data analysis, research, or patron services a plus)
- Enthusiasm for the arts, ballet or otherwise, is a strong plus

Individuals who demonstrate the following traits will be especially successful in this role:

Intellectual Curiosity: Innately interested in learning new tools and approaches, finding patterns in data, identifying ways to continuously improve systems and processes, and generally digging deeper than the surface.



Adaptable and nimble: Responds quickly and flexibly to appropriate changes in role, procedures, or initiatives. Demonstrates resiliency after setback.

Collegiality: Values the diverse backgrounds, experiences, and perspectives of others; helps to create a sense of belonging for all by treating others with courtesy, respect, and acceptance.

Effective communicator: Strong written and verbal communication skills; able to conduct general face-to-face, telephone and email communication with donors/patrons as needed.

Ballet Memphis employees commit to embodying our shared operating values of Excellence, Belonging, Authenticity, and Joy.

BENEFITS AND COMPENSATION:

This is a salaried, full-time position eligible for full benefits. The salary range for this role starts at \$40K and will be commensurate with level of experience and skill.

Ballet Memphis works to sustain an environment that is consciously inclusive of all races, ages, religions, sexual identities, gender expressions, and abilities. We renounce racism as well as any other system or structure that perpetuates exclusion and causes harm. Our excellence derives from our diversity and we commit to continuously challenging ourselves as well as old ideas and outdated norms that hinder the full celebration of our collective humanity.

TO APPLY:

Please send a cover letter and resume to careers@balletmemphis.org.