

THE FREIGHT

TITLE: Philanthropy Operations Manager

REPORTS TO: Director of Philanthropy

SUPERVISES: None

EMPLOYMENT TYPE: Full-time, exempt

PAY RANGE: \$68,640 - \$69,000

SCHEDULE: Flexible, generally 9-5 Monday through Friday; regular evenings and weekends for donor events and performances

POSITION OVERVIEW

The Philanthropy Operations Manager serves as the operational backbone of the philanthropy department, managing donor data, communications, and gift processing systems. This position works under the direction of the Director of Philanthropy and collaborates with the Major Gift Officer to ensure seamless donor experiences, accurate data management, and compelling donor communications.

RESPONSIBILITIES

35% Data Management & Tessitura Administration

- Serve as the primary administrator and subject matter expert for Tessitura
- Maintain data integrity through regular audits, duplicate management, and data cleaning
- Create and run reports for donor analysis, moves management, and fundraising metrics
- Support data flow to/from third-party applications (WordFly, iWave, Classy)
- Build campaigns, manage designations, and develop donor segments in Tessitura
- Monitor and resolve support tickets, recommending system improvements
- Train staff on proper data entry and Tessitura protocols

25% Gift Processing and Donor Acknowledgment

- Process all donations through all channels (online, check, cash, stock, etc.)
- Prepare and mail gift acknowledgment letters with appropriate personalization
- Manage workplace giving programs and matching gifts
- Prepare deposits and organize banking information
- Support monthly reconciliation between Tessitura and finance
- Maintain gift documentation for annual audit

25% Donor Communications & Content Creation

- Manage content and execution of donor emails using WordFly
- Process monthly membership renewals
- Create and update content for lobby donor screens
- Support website donor content updates

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- Draft and produce donor newsletters
- Coordinate donor presale emails and track engagement metrics
- Manage Classy online fundraising campaigns and donation pages

10% Event Support

- Provide logistical support for donor events and receptions
- Create invitation lists and manage RSVPs
- Generate name tags and event materials
- Track event attendance and follow-up

5% Organizational Engagement

- Attend staff and philanthropy team meetings
- Participate in professional development opportunities
- Support cross-departmental initiatives

SKILLS, KNOWLEDGE & ABILITIES Required

- Strong database management skills; Tessitura experience highly preferred
- Excellent attention to detail and commitment to data accuracy
- Strong written communication skills for donor correspondence
- Experience with email marketing tools (WordFly or similar)
- Ability to manage multiple projects and deadlines simultaneously
- Understanding of fundraising principles and donor relations
- Proficiency in Microsoft Office and Google Suite
- Demonstrated ability to maintain confidentiality of donor information
- Strong problem-solving skills
- Adaptability to changing priorities

SKILLS, KNOWLEDGE & ABILITIES Preferred

- 2+ years experience in nonprofit fundraising operations
- Experience with financial processes and gift reconciliation
- Knowledge of performing arts organizations
- Experience with online giving platforms (Classy or similar)
- Understanding of basic graphic design principles
- Knowledge of donor data privacy best practices