San Francisco Playhouse

## Development Associate

The **Development Associate** is responsible for supporting the development department in achieving its goals and objectives. Duties range from managing gift receipts and donor acknowledgements, donor database maintenance and reporting, administrative and logistics support related to events, managing monthly giving and day-to-day communications with donors via phone and email, maintaining email lists and supporting mass mailings (print and electronic), and assisting in research and compilation of information as needed to support major gifts and foundation grants. The associate will also be an in-person “face” of the Playhouse’s development team, providing stewardship to donors during events and show times.

San Francisco Playhouse has 424 performances and another 30 live events per season, and provides behind the scenes opportunities for donors. Database management can be done remotely, but the position will require some nights and weekends (3-5 days per week) for events and donor engagement activities.

**Responsibilities**

* Receiving & recording all donations, producing and mailing donor acknowledgement letters
* Monitoring monthly giving program; maintaining up-to-date credit card information
* Performing complex queries, exports and reports, as well as database quality control and cleanup
* Maintaining accurate donor database input and producing metrics reports
* Reconciling donations with finance on a monthly and quarterly basis
* Integrating donor data from multiple sources including box office ticket software (VBO), donor database (Salesforce), research (DonorSearch) and communication platforms (Mailchimp)
* Supporting all fundraising campaigns; print, online, and telephone appeals
	+ Creating reports and lists in preparation and analysis
	+ Coding and tracking of campaigns and appeals
	+ Working with mail house, designers, volunteers, and writers
	+ Managing lists in Salesforce, VBO and Mailchimp
* Research donors and create profiles
* Performing general office administrative support organization, including maintaining department calendar
* Responding to donor queries, phone calls, emails
* Managing gift acknowledgment process including printing and mailing
* Maintaining standard operating procedures for use of the database and department operations including activities related to prospect management, cultivation, solicitation and stewardship
* Updating donor lists as-needed for campaigns, progress reports, program listings and other requests
* Assisting with planning and organizing events, dinners, behind the scenes experiences, and acting as event staff
* Host the donor lounge during show times (3-5 times per week) providing targeted stewardship & annotating any meaningful interactions
* Providing support for all events and donor engagement activities

Desired Qualifications

* Proficiency and experience in database management and administration, query writing, prospect and constituent management
* Strong proficiency in Microsoft Office Suite and Windows, particularly Microsoft Excel
* Excellent organizational, oral, and written communication skills
* Strong attention to detail and the ability to make sound and timely decisions
* Ability to work both independently and collaboratively, and demonstrated excellent interpersonal skills
* Keen analytical and fundraising skills with the ability to recognize opportunities, identify critical, high pay-off activities and prioritize them to attain goals
* Demonstrated flexibility; is self-motivated and possesses a drive for results
* Experience working with Salesforce nonprofit software
* Experience in nonprofit arts sector, preferably development or administration.