

DEVELOPMENT COORDINATOR

ABOUT US

The Royal Winnipeg Ballet enriches the human experience by teaching, creating, and performing outstanding dance. Located in the heart of downtown Winnipeg, the RWB plays an integral role in the city's vibrant arts community. Founded in 1939, the RWB holds the double distinction of being Canada's premiere ballet company and the longest continuously operating ballet company in North America. In 1953, the Company received its royal title, the first granted under the reign of Queen Elizabeth II.

The RWB is a leader, renowned for classical ballet and for pushing the boundaries of dance, including through the prestigious RWB School and its Professional and Recreational divisions. A fully integrated company and school, the RWB builds on strengths, challenges conventions, inspires artists, moves audiences, and builds connections locally and globally that unite us all through the universal language of dance.

THE ROLE

The Development Coordinator plays an integral role supporting RWB's fundraising operations by maintaining accurate and reliable donor and gift data and delivering excellent customer service to donors. This position supports all areas of fund development, including individual and corporate giving, sponsorships, legacy giving, events, and endowment contributions, through database management, reporting, stewardship, administrative & event support. Supporting the Development team, this position participates at events and shows. The Development Coordinator role blends customer service, data entry, CRM management, and administrative tasks to ensure smooth and effective fundraising processes. The ideal candidate is highly organized, detail-oriented, and comfortable managing multiple priorities in a fast-paced environment.

DUTIES AND RESPONSIBILITIES

- Ensure timely and accurate processing of donations, tax receipts, and donor correspondence.
- Processes donor pledges and donations in database from multiple sources including the website, QR code, buck slips, stocks/shares, and donor advised funds.
- Coordinate monthly donations and pledge payments and follow up on lapsed / declined payments.
- Resolve discrepancies in donation data and obtain further information to complete transactions.
- Build and maintain campaign structures in Tessitura, and measure progress of targeted campaigns / appeals to the Development team for further analysis and development plans.
- Alongside the Development team, define criteria for donation appeals, campaigns, and stewardship initiatives; generate regular reports as required.
- Place seat holds for VIPs and Sponsors, following assigning seats for performances.
- Generate simple donor lists for invitations, as required.
- Provide timely, friendly, and proactive customer service to donors, responding to inquiries, resolving issues, and ensuring a positive donor experience.
- Review and update donor data in database for ongoing accuracy and integrity, including management of profiles.
- Assist with the development and distribution of appeal and campaign materials; maintain stock levels.
- Provide concierge service to high level donors and ensure ongoing communication regarding changes to seating, subscriptions, renewing subscriptions, reserving, exchanging tickets, and parking arrangements.
- Work closely with the Development team to plan and execute fundraising and donor events, prepare invite lists, and track RSVPs.
- Provide administrative support for donor communications, fundraising campaigns and special events (including the annual fundraising gala).

- Provide donor listings for RWB publications, including mainstage programs and annual reports.
- Support development activities at Company shows, contribute to the Concert Hall Memorandum, coordinate transfer of development materials, venue set-up, staffing pre and post-show receptions and events, and direct appeals.
- Provide support for other Company and School events as assigned.
- Generate Purchase Orders to initiate payment for Development expenses; track and file expenses against budgets.
- Receive ticket/subscription donation requests from various organization fundraising initiatives, while adhering to RWB Community Donation policy.
- Manage and update the Development department calendar.
- Other duties or additional special projects as assigned.

WORK SETTING

The Development Coordinator works in an office environment utilizing standard office equipment. This position reports to the Director of Development and works closely with the entire Development department as well as with key stakeholders in marketing, ticketing and finance. Success of this position requires regular and ongoing face-to-face, phone, email, and written communication with both internal and external stakeholders. Typical work environment is in-person at the RWB building in downtown Winnipeg, Monday to Friday within business hours. Some evening and weekend work is required, particularly around performances and special events.

WHAT YOU BRING

- Post-secondary education is considered an asset.
- Experience in non-profit fundraising, gift processing / data entry, and issuing CRA-compliant charitable tax receipts.
- Experience working with Tessitura is a strong asset.
- Experience using a donor database management system an asset.
- Experience coordinating event logistics, especially fundraising and stewardship events.
- Proficiency in MS Office, particularly Excel, and strong analytical and reporting skills.
- Experience and/or interest in the arts and cultural sector preferred.
- Effective verbal and written communication skills.
- Demonstrated customer service skills; comfortable communicating with donors by phone and email.
- High degree of professionalism and discretion when handling confidential donor information.
- Excellent analytical and problem-solving skills.
- Meticulous attention to detail and well-developed organizational skills.
- Organized and deadline-driven with the ability to handle multiple tasks and projects.
- Collaborative team member with the ability to establish and maintain effective relationships with co-workers and the general public.

SALARY: \$45,000 to \$55,000 depending on experience

WHAT'S IN IT FOR YOU

- Employer-paid health & dental benefits.
- Matching RRSP program.
- Subsidized bus pass.
- Complimentary tickets to RWB performances.
- Goodlife Fitness Membership discount.
- Employee Assistance Program.

HOW TO APPLY

Ready to join our team? Tell us about yourself! Submit your cover letter and resume to peopleservices@rwb.org. While we'd like to connect with each applicant, only those selected for an interview will be contacted. To view a full job description, visit www.rwb.org/about/careers/.

As part of the Royal Winnipeg Ballet hiring process, successful candidates will be required to submit a satisfactory Criminal Background Check and Child Abuse Registry Check.

The Royal Winnipeg Ballet is committed to an inclusive and diverse environment that values, respects and supports all individuals. We aim to have a workforce representative of the diversity within our community, and welcome and encourage applicants from various backgrounds including women, Indigenous people, racialized people, disabled people, people of all sexual and gender identities and others who may contribute to further diversification endeavors.

The Royal Winnipeg Ballet is committed to providing accessible employment while ensuring our recruitment process is barrier free. Accommodations are available upon request for candidates participating in all aspects of the assessment and selection process. Requests for accommodation can be sent to peopleservices@rwb.org.