

JOB DESCRIPTION

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| Job Title: | Development Coordinator |
| Department: | Development |
| Reports to: | Assistant Director of Development |
| FLSA Status: | Exempt, Annual Full-time |
| Pay Tier: | 4 |
| Compensation: | \$37,000-\$40,000/year depending on qualifications, competitive benefits package including health insurance, dental insurance, voluntary supplemental benefits, 401(k), vacation, sick time, personal time, and paid holidays. |
| Desired State Date: | ASAP |

SUMMARY:

The Development Coordinator supports successful patron relationships and general fundraising efforts by serving as a lead administrator and super-user for Trinity Rep's fundraising database, managing all aspects of and ensuring accuracy of gift and patron data, acknowledgment, benefit fulfillment, solicitor and moves management tracking, and development reporting. The Development Coordinator works with the Assistant Director of Development to manage Annual Fund activities and reconciles financial information with the business office. The ideal candidate will be self-starting and detail-oriented with strong problem-solving skills. Minimum requirements include three years of experience working in a customer relationship management system or similar relational database (Salesforce or PatronManager preferred), or an equivalent combination of education and experience; proficiency in Microsoft Office (or equivalent software suite); and an interest in the arts. Familiarity with nonprofit fundraising and/or accounting preferred. Apply online at www.trinityrep.com/jobs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

Data Management and Integrity

- Serve as a lead administrator and super-user for Trinity Rep's fundraising database.
- Manage and maintain the integrity of development (donor/prospect, gift, and relationship) data in PatronManager CRM system.
- Process, qualify, and record donations from all sources in PatronManager; manage installments and recurring payments; submit deposits to business office; generate gift acknowledgments and tax receipts; generate pledge reminders and invoices; maintain current relationship management notes in the system.
- Create, maintain, and execute reports that track fundraising progress and facilitate analysis of patron engagement.
- Track contributed revenue and generate reports on behalf of and for the Development Office: these include monthly cash and pledge allocations, special event income, contributed revenue information for grant applications, and campaign reports. Produce financial reports for auditors.
- Reconcile monthly income with the business office and produce all necessary contributed income reports that are required for the annual audit process.
- Mine, manipulate, and merge data from nonconforming data sets.
- Maintain an accurate and current development database and paper and electronic filing system.
- Serve as one of the organization's primary experts on PatronManager. Secure and maintain certified administrator status in PatronManager. Participate in relevant external

PatronManager/Salesforce user groups to stay informed of best practices and standards, as well as new tools that may create efficiencies and improve fundraising efforts.

- Train colleagues in the use of PatronManager, communicate system updates/changes, and assist with questions and problems.
- Maintain standard operating procedure documentation for development processes and data.

Support Services

- Manage annual fund activity according to strategy and schedule established by the Assistant Director of Development, including:
 - Preparing segmented lists for appeals, recording progress against targeted asks and projected amounts, supervising logistics for online and direct mail appeals, and updating relationship managers and solicitors on donor activity as appropriate.
 - Work with the Assistant Director of Development to grow Trinity Rep's recurring giving and text-to-give programs, including idea generation, analytics, and reporting.
- Develop and maintain up-to-date donation acknowledgements and communications for giving across all platforms (automatic emails, hard copy letters, confirmation letters), and serve as the organization's primary contact for donor questions regarding annual giving.
- Create briefing materials to support prospect/donor visits.
- Conduct prospect research.
- Support positive donor relationships on behalf of the organization:
 - Generate timely gift receipts and acknowledgements.
 - Assist with the administration of donor benefits to ensure prompt, courteous service.
 - Identify and reconcile errors and misunderstandings with donors in a professional and pleasant manner.
- Analyze fundraising/giving trends and work with the Development Team to identify strategies for reaching constituencies. Track giving results from all constituency groups.
- Create prospect lists and profiles for the Annual Fund and other campaigns as needed.
- Track gifts from donors under management and communicate their giving to appropriate staff.
- Pull and manage segmented lists for donor recognition, development mailings, and e-communications.
- Provide staffing support for fundraising and cultivation events.
- Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Three or more years of applicable relational customer database experience or a combination of equivalent experience and training. Strong organizational, analytical, and critical thinking skills. Close attention to detail and exceptional time management. Skilled multi-tasker, able to work calmly and efficiently under pressure of deadlines. Able to handle donor information with sensitivity, respect, and accuracy. Familiarity with financial management and/or accounting preferred.

Language Skills:

Ability to effectively and accurately record and present information and respond to questions from patrons, colleague, and managers in writing, by telephone, and through face-to-face conversation. Ability to communicate information about development procedures and operations to managers and colleagues. Ability to read, analyze, and interpret data, general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write business correspondence, reports, and procedure manuals, and to present numerical data in a clear and accurate manner.

Mathematical Skills:

Ability to add, subtract, multiply, and divide figures and to calculate percentages, discounts, and interest. Ability to understand and apply concepts of basic algebra.

Reasoning Ability:

High degree of integrity and professionalism, respecting confidential donor information and relationships. Exceptional organizational skills and the ability to identify priorities, develop strategies, manage multiple tasks at once, and keep track of and meet deadlines and goals. Strong problem-solving skills. Ability to collect and interpret data and information, establish facts, define problems, and draw valid conclusions. Ability to interpret technical instructions in narrative, mathematical, or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have proficiency in customer relationship management and/or fundraising database software (SalesForce or PatronManager preferred); internet software; spreadsheet software; word processing software; and email software.

Other Qualifications:**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to remain in a stationary position for up to 90% of the time.
- Must be able to move about inside an office space to access file cabinets, office machinery, etc.
- Must have the physical ability to regularly operate a computer and other office productivity machinery (i.e. a calculator, copy machine, computer printer).
- The person in this position frequently communicates with patrons, staff, and other constituencies. Must be able to exchange information, discuss, express oneself, and communicate in a tactful manner.
- Must have the physical ability to move objects weighing up to 10 pounds for office functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- All employees are expected to follow Trinity Rep's COVID-19 Safety Plan and Protocols. All employment is contingent upon proof of full vaccination against COVID-19. Medical and religious exemptions to vaccination requirements will be granted and reasonable accommodations provided under applicable law.
- This position works in an open office setting.
- Trinity Rep is a collaborative work environment, and employees are expected to be open and willing to collaborate across departments and teams.
- Trinity Rep is on an active and ongoing journey to be anti-racist organization, advancing anti-racist policies and practices, and fostering and sustaining a culture that values community, social justice, and equity.
- Employee must be able to work evenings and weekends up to 5% of the time.

Trinity Repertory Company is an equal opportunity employer dedicated to building a culturally diverse, equitable, and anti-racist environment. For information about Trinity Rep's commitment to antiracism, please visit www.trinityrep.com/antiracism.

ABOUT TRINITY REPERTORY COMPANY

Rhode Island's Tony Award-winning theater company, Trinity Rep has created unparalleled professional theater for and with its community since its founding in 1963. Trinity Rep is committed to reinventing the public square and inspiring dialogue by creating emotionally-stimulating productions and innovative education programs for all ages and abilities. Whether classical or contemporary, all of Trinity Rep's productions connect audiences with the play and each other in meaningful and sometimes surprising ways. Its annual production of *A Christmas Carol* has brought families together for 40+ years and made memories for over a million audience members. Trinity Rep shapes the future of the nation's theater through the development and production of new plays, as well as the tuition-free Brown University/Trinity Rep MFA program – one of the leading programs for actor and director training in the world.

Trinity Rep strives to facilitate human connection through its commitment to forming meaningful community partnerships, creating a safe and welcoming environment for everyone, delivering exceptional customer service, and connecting patrons with its resident company of artists. Trinity Rep has resolved to place antiracism at the center of its work, and has embarked on a robust planning process to develop and implement a bold new vision for theater making, education, and community engagement, founded on the principles of genuine equity and antiracism.

Located in downtown Providence, Trinity Rep has long been a driving force behind the creativity that fuels and defines the region. Typically employing over 250 artists, educators, and administrators, the organization generates nearly \$21 million in direct and indirect economic activity annually. It is one of 76



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theaters nationwide with membership in LORT (the League of Resident Theaters), the organization representing America's leading professional theater companies.

Learn more at www.trinityrep.com/about/.

ABOUT THE COMMUNITY

Ranked #1 in Travel + Leisure Magazine's 2014 America's Favorite Cities Survey, praised by Architectural Digest as "The country's best small city," and named America's Coolest City by GQ Magazine in 2015, Providence is the capital and most populous city in Rhode Island. Founded in 1636, it is one of the oldest cities in the United States and the third-largest city in the New England region after Boston and Worcester. Providence has a city population of 180,609 and is part of the Providence metropolitan area with an estimated population of 1,622,520. The region is considered part of the Greater Boston combined statistical area, the sixth largest in the country, with over eight million residents.

Once nicknamed the "Beehive of Industry," Providence has rebranded itself as the "Creative Capital" to emphasize its educational resources (Brown University, Rhode Island School of Design, Providence College, Rhode Island College, Roger Williams University, and Johnson & Wales University) and arts community. Over the last twenty years, much of Providence has undergone a true civic renaissance, as political leaders and residents have propelled the city into an exciting place to work and live. City streets are packed with boutiques, hotels, renovated lofts, excellent restaurants, and art spaces.

In addition to being the home of Trinity Repertory Company, Providence has a remarkable arts and culture community that includes nationally renowned community arts center, AS220; the Rhode Island Philharmonic Orchestra; RISD Museum; Providence Athenaeum; Festival Ballet; and WaterFire. Providence is also home to several performing arts centers such as the Veterans Memorial Auditorium and the Providence Performing Arts Center, as well as a number of smaller theaters. The city's music scene, centered on artist-run spaces, is well known in underground music circles.

The restaurant scene in Providence is second to none and a source of immense pride for residents, as the city has been consistently recognized as a top city for food. Because of Rhode Island's proximity to the ocean, many restaurants, grocery stores, and farmer's markets boast food sourced from the state itself, giving real meaning to the phrase "farm-to-table" dining. From bakeries and coffee shops, to bars and food trucks, there is no shortage of fun, excellent, cutting-edge dining in the city.

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