

Job Title: Associate Director, Development Operations

Status: Full Time Exempt

Department: Development

Reporting Structure: Senior Director, Gift Planning Strategies

Our Mission

Segerstrom Center for the Arts believes in the power of performing arts to transform lives and that the shared experience and exploration of the arts will help unite Orange County, creating a more culturally connected and vital community. We will help shape the Orange County of the future through meaningful collaborations with diverse communities, embracing creativity in all its forms and enabling a more inclusive, vibrant performing arts scene at the Center and across the region. We will maintain the excellence of our core artistic and educational programs while demonstrating the entrepreneurial resolve to extend resources, know-how and creativity into the communities we engage with. The Center will be transformed into a cultural hub and dynamic town square deeply ingrained in the fabric of our community. Artistically ambitious yet accessible to all, the Center will shine as the very model of the successful performing arts center of the future. We will show that together we thrive when we make the arts matter.

Department

The development department builds key strategic relationships with our philanthropic community to raise critical funds for Segerstrom Center for the Arts, a non-profit organization. We work closely with individuals, corporations, and foundations to make the renowned, life-changing work we do possible, raising more than \$14 million annually. Segerstrom Center for the Arts was built through philanthropy and it is at the core of our vision for becoming the model of the successful performing arts center of the future.

Job Summary

The Associate Director, Development Operations is an integral member of Segerstrom Center's development team, which raises \$14+ million annually. The role is responsible for implementing and managing internal systems, procedures, and processes to ensure smooth and efficient gift operations as well as robust prospecting efforts. This position will work in support of the development department to enhance cross-team collaboration and fundraising strategy through donor database quality control and gift officer accountability. Areas of oversight include data management, prospect research, prospect and donor tracking, gift administration, reporting processes, progress to goal tracking, among other key functions. The Associate Director of Development Operations reports to the Senior Director, Gift Planning Strategies and meets regularly with the Vice President, Development to carry out major projects in support of the department's vision and goals. This position directly supervises and works closely with the Prospect Researcher & Development Operations and the Senior Manager, Development Systems.

Primary Responsibilities*

- Create data-driven plans as well as internal and external reports to inform leadership.
- Ensure donor records are accurate and up to date.
- Assist in management and oversight of data management, database management, prospect development and portfolio management.
- Develop, implement and manage internal development systems to support excellence and efficiency in gift administration operations and prospecting efforts.

- Enhance analysis of donor and volunteer data to facilitate the implementation of targeted outreach, cultivation, relationship building strategies and opportunities for engagement.
- Enhance cross-team collaboration and fundraising strategies through effective tracking systems and gift officer accountability.
- Serve as the primary Tessitura database administrator for the Development Department, leading system upgrades when applicable and ensuring clean data integrity.

Other Duties

- Assist in preparing campaign-related materials for meetings with campaign committees, board members, and other stakeholders
- Ensure donors are appropriately recognized via written acknowledgments, naming opportunities and gift agreements

**Other duties may be assigned in support of departmental goals*

Requirements and Competencies

- Bachelor's Degree or equivalent work experience with 3+ years of related experience in development/fundraising
- Proficiency with CRMs for fundraising; Preferably Tessitura experience
- A proven track record of developing and implementing processes and systems to support departmental efficiency and growth, experience with capital campaigns a plus
- Excellent organizational, analytical, and communication skills and proficiency in prospect development and research techniques a plus
- Skilled user of Microsoft Office Suite, including knowledge of data, set manipulation with Excel using advanced formulas and pivot tables
- Strong writing, editing, and proofreading skills
- Able to project manage multiple tasks and deadlines in an active work environment with shifting needs and priorities
- Customer service orientation: ability to work collaboratively with team members
- Accuracy and attention to detail
- Demonstration of integrity, positive attitude, and diplomacy, tact and courtesy

Physical Demands*

- Regularly sit or stand at a workstation in an office or cubicle setting
- Continually work with a computer and use the telephone
- Ability to communicate clearly and effectively
- Occasionally lift and/or move up to twenty pounds

**Consistent with its obligations under the law, Segerstrom Center for the Arts will provide reasonable accommodation to any employee with a disability who requires accommodation to perform essential functions of his or her job*

Work Conditions

- Occasionally exposed to outside weather conditions
- The noise level in the work environment will vary and may be loud at times depending on scheduled events

Compensation

- 403B with match after probationary period
- Core Benefits + Supplemental benefits
- Time Off (Vacation, Sick, Personal, Company Holidays, Early Release)
- Compensation Range \$85,000 to \$90,000

Please apply by sending your cover letter and resume to jobs@scfta.org

EEO-1 Statement: Segerstrom is an equal opportunity employer to all, regardless of age, ancestry, association with a member of a protected class, bereavement leave, color, disability (physical, intellectual/developmental, or mental health/psychiatric.), exercising



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Center for the Arts®**

the right to family care and medical leave related to serious health condition of employee or family member, child bonding, or military exigencies, engaging in protected activity, gender identity or expression, genetic information or characteristic, marital status, medical condition (cancer or genetic characteristic), military and veteran status, national origin (includes language restrictions), pregnancy, childbirth, breastfeeding, or related medical conditions, Pregnancy Disability Leave (PDL), race (includes hairstyle and hair texture, religious creed (includes dress and grooming practices), reproductive health decision making, sex/gender, and sexual orientation