

Position: Development & Database Operations Manager

Department: Development

Reports to: Director of Development

Salary: Full-time, exempt.



Virginia Arts Festival is a Norfolk, Virginia-based non-profit arts-presenting organization serving southeastern Virginia, offering spring and yearly performances. Virginia Arts Festival performances have included:

- International and national ballet, modern, contemporary, and ethnic dance companies
- World-renowned soloists and ensembles in musical genres, including classical, jazz, world, folk, rock, blues, bluegrass, country, and pop
- Opera, theater, and other staged productions
- Virginia International Tattoo
- Other collaborative productions with local arts organizations

The Virginia Arts Festival reaches more than 100,000 people, students, and visitors to Hampton Roads annually through 74-plus performances (some free) in 20-plus venues. The VAF education outreach program coordinates over 100 education events each year in 21 different school districts, reaching more than 30,000 students.

Role Overview

The Development Operations Manager is a critical member of the Virginia Arts Festival (VAF) Development team. This position oversees, manages, and ensures the integrity of the Customer Relations Management (CRM) database (Tessitura), including managing gift entry, donor data, and financial record-keeping in Tessitura. The manager works closely with the Finance and Development departments to optimize processes and ensure contributions are correctly logged for reporting and compliance purposes.

This position is responsible for training and supporting development staff utilizing Tessitura, leading special development database projects, directing or supervising seasonal staff in data entry, generating reports, queries, correspondence, and creating mailing lists. The manager will develop and maintain department policies and procedures in this focus area.

Primary Responsibilities

- Responsible for recording and reconciling all contributions in Tessitura.
- Generate contribution and revenue reports from Tessitura and share them with the Finance and Development teams as required on a determined time basis (daily, weekly, monthly, annually). Ensure these are appropriately stored within VAF's SharePoint.
- Generate gift receipts (thank you letters) and timely pledge reminders from Tessitura.
- Work with Finance to ensure that deposits are made. Act as back-up as necessary.

Donor Data & Record Keeping

- Identify, create, and deploy new fundraising reports using Tessitura to support the fundraising team's functions, including board reports.
- Responsible for donor record integrity, ensuring correct critical donor information
- Work closely with the Development team to ensure monthly goal projections and solicitations are accurately recorded in Tessitura.
- Work with the Director of Audience Services & Database to establish optimized processes, protocols for gift-processing in Tessitura, and new reports to track, and to manage and monitor contributions and NCOAA, phone-appends and DonorSearch scoring.

Additional

- Collaborate with the Finance and Development teams to review and secure open pledges before calendar year-end and fiscal year-end.
- Work with Finance to gather items for the annual audit.
- Manage Invoices for telefunding firm and DonorSearch.
- Work with other departments regarding list management. Responsible for providing lists for blasts, invitations, development mailings, playbills, and additional donor listings for publication.
- Work with Development staff to track and report on fundraising progress and donor trends.
- Advocate for Tessitura within the Department and attend the annual Tessitura conference.
- Support Development and Festival special events.
- Other duties as assigned.

Qualifications

- 4-6 years of experience in a similar role, ideally within a nonprofit or cultural institution.
- Experience with donor database management. Tessitura CRM preferred.
- Strong understanding of the donor acknowledgment process.
- Strong understanding of financial processes, including gift processing, reconciliation, and reporting, with an understanding of donor cultivation and solicitation.
- Proficient in Google Suite and Microsoft Office.
- Excellent attention to detail, particularly with data entry, financial record-keeping, gift acknowledgments, and reporting.
- Effective communication, written and verbal, with the ability to train and collaborate with diverse teams.
- Ability to manage multiple projects and tasks, prioritizing effectively in a fast-paced environment.
- Experience in managing data hygiene projects to ensure the integrity of the donor database.

Preferred Attributes

- Self-starter, organized, and exercises sound judgment.
- Ability to learn and adopt proprietary software.
- Ability to act with integrity and maintain confidentiality in all matters.

Work Schedule

Virginia Arts Festival hours are from 9 a.m. to 5 p.m. A typical work schedule extends beyond the traditional office hours to include evening and weekend activities, particularly in the period immediately before and during the Festival (March through June) and at calendar year end.

- Must be able to work flexible hours, including evenings and weekends.
- Required to work in person at the Virginia Arts Festival Office at 440 Bank Street, Norfolk, VA.

Next Steps

If interested, please email a resume, a cover letter detailing why you would be the perfect candidate for this position and three references to afilervogt@vafest.org. Please include Development Database in the subject line of your email. **No phone calls.**