



Position Title: Manager of Advancement Operations and Analytics

GENERAL INFORMATION

Washington Performing Arts Payroll Title: Manager

Department: Advancement

Title of Immediate Supervisor: Director of Advancement

Hours: 30hr/week, Exempt

Pay Range: \$48,000-\$52,000

Best Consideration Date: Wednesday, June 4, 2025

Position Summary

The Washington Performing Arts Advancement department seeks a Manager of Operations and Analytics to lead data-driven work that results in enhanced fundraising efforts and reporting. The Manager of Development Operations and Analytics manages operational functions that power the revenue-generating work of the Advancement department and provides comprehensive reporting to facilitate fundraising planning and strategies. The essential duties are Data Management, Reporting and Analysis, Operations and Administration, and Research and Portfolio Support utilizing the organization's CRM, Tessitura. This position reports to the Director of Advancement and supervises the Advancement Assistant.

The ideal candidate will join a staff of dedicated arts professionals, who represent a multiplicity of demographic, generational, and artistic backgrounds. They will value working on behalf of a compelling mission to champion the unifying power of the arts through transformative performances and impactful arts education programs. Our ideal colleague will also value working for a preeminent performing arts institution that produces events in venues ranging from concert halls and clubs to public parks, featuring a range of artists and art forms from the most distinguished orchestras to both renowned and emerging artists in classical music, gospel music, jazz, and other rich traditions from around the world.

Essential Duty #1: Data Management

Percentage: 50%

- Serve as the primary database manager for the organization utilizing the organization's CRM, Tessitura
- Oversee and proof every Contribution booking to ensure accuracy, completeness, and audit compliance
- Oversee and proof all Acknowledgement generation
- Perform essential data management tasks in Tessitura V16, such as Campaign, Fund, Appeal, and Plan creation and maintenance
- Create and advise on Lists and Segmentations for day-to-day reporting needs and



solicitation segments for the Advancement department's organizational communications

- Create and maintain accurate donor accounts, event records, and contribution documentation in Tessitura and OneDrive
- Create and update constituent records, and maintain a hygienic database through regular record cleanup and best practices
- Oversee data entry in gala software for tickets, tables, and auctions
- Track all organization Tessitura support tickets and serve as main contact for Tessitura Extended Services contract
- Collaborate with Finance department to reconcile contributions between Tessitura Merchant Services and Intacct
- Participate in Tessitura cohort comprised of the Marketing department, Box Office, and external website consultants to optimize patron experience of donor and ticketing transactions through the TNEW website
- Create Tessitura credentials for new hires and conduct new hire onboarding orientation in the database

Essential Duty #2: Reporting and Analysis **Percentage: 20%**

- Collaborate with Director of Advancement to create annual contributed revenue general operating budget model based on YOY giving and projected giving
- Generate, update, and circulate contributed revenue and other data-related reports and outputs from the Tessitura database according to department needs and objectives
- Run bi-monthly standard financial reports, which is frequently shared with the Management team and the Board of Directors
- Provide data for gift officers as needed for solicitations and reporting
- Provide supporting income and expense information and documentation to support the annual audit, as well as foundation and government grant applications as needed in collaboration with the Assistant Director of Advancement Resources
- Use reports and develop processes to help staff members achieve their goals

Essential Duty #3: General Operations and Administration **Percentage: 20%**

Supervision and Training

- Supervise Advancement Assistant and provide oversight and support of their role accurately booking contributions, scanning and cataloging mail, creating tax receipts, generating Acknowledgements, and fulfilling vendor invoices and check requests
- Supervise and train one or more Advancement interns each semester
- Document department work processes, database changes, and other procedures through memos, handbooks, and video tutorials

Finance and Administration

- Produce standardized pledge forms, invoices, receipts, report cards, and related collateral as requested across the department
- Participate in regular meetings across the organization



- Manage relationships with commercial vendors concerning Advancement expenses, maintaining accurate business/tax records, processing invoices, and placing orders
- Collaborate to provide documentation that supports a clean audit

Season Events and Special Events

- Partner with Director of Advancement and Special Events Manager in the annual solicitation of select patron groups to secure long-term support
- Assist the Special Events Manager in tracking Activity RSVPs in Tessitura
- Oversee solicitation, acquisition, and data entry of gala silent auction items

Essential Duty #4: Prospect Research and Portfolio Support **Percentage: 10%**

- Collaborate with frontline fundraisers to create and manage prospect and donor research records in Tessitura, particularly in Analytics
- Track progress to fundraising goals (individual donors, gala, and development campaigns) for each portfolio manager and the Advancement department as a whole
- Prepare materials for regular portfolio review and prospect strategy sessions
- Assist in advising on portfolio and pipeline management best practices through data analysis, portfolio optimization, prospect data management, and governance to support gift officers' fundraising goals
- Make recommendations on donor prospects based on database analysis
- Implement policies, procedures, and systems necessary for the identification, evaluation, and tracking of moves management processes, including contact reporting and proposal recording

Supervisory Responsibility: Yes **Number of Direct Reports: 1 (Advancement Assistant)**

Minimum Qualifications

- Bachelor's degree and/or 2+ of relevant workplace experience
- Experience with data entry, CRMs, or databases (familiarity with Tessitura is preferred)
- Demonstrated proficiency in data entry, data hygiene, and data integrity
- Commitment to data accuracy, proofing, and accountability
- Outstanding attention to detail for extensive record keeping
- Ability to work independently in a hybrid work environment
- Ability to proactively organize and prioritize work, managing multiple tasks and deadlines effectively
- Ability to project manage interdepartmental data-based projects
- Strong written and verbal communication skills

Specific Conditions of Work



- Completion of a satisfactory criminal background check prior to start of employment
- The Manager of Advancement Operations and Analytics is a 30hr/week, salaried, exempt position with general office hours spread between 9:00 am-5:00 pm, Monday through Friday. This position is predominantly remote with 1-2 days in office per week. Fully remote will be considered but hybrid is preferred.
- Must have reliable transportation

How to Apply

- Send cover letter and resume (in attachment format) to hr@washingtonperformingarts.org with position title in subject line.
 - *Please note: Applications without a cover letter will not be considered.*
- For best consideration, please send applications by **Wednesday, June 4, 2025**

Benefits of Working at Washington Performing Arts

At Washington Performing Arts, we believe in the value of building a community and taking care of our people. We offer a generous employee package that includes health, vision, dental, and life insurances, long-term disability insurance, employee assistance program, 403 B retirement saving plan, paid holidays, health & wellness/professional development stipend, and free performances. Join us!

About Washington Performing Arts

One of the most established and honored performing arts institutions in America, Washington Performing Arts has engaged for more than half a century with artists, audiences, students, and civic life. The city is truly our stage: for decades, in venues ranging from concert halls and clubs to public parks, we have presented a tremendous range of artists and art forms, from the most distinguished symphony orchestras to both renowned and emerging artists in classical music, gospel music, jazz, culturally specific genres, dance, and more. We also have an ever-expanding artistic and educational presence on the internet, envisioning ongoing opportunities for online connection and community.

Washington Performing Arts deeply values its partnerships with local organizations and other arts institutions. Through events online and in myriad performance venues and neighborhoods, we engage international visiting artists in community programs and introduce local artists to wider audiences. We place a premium on establishing artists as a continuing presence in the lives of both young people and adults through residencies and education programs. Our achievements have been recognized with a National Medal of Arts and with three Mayor's Arts Awards from the DC Government. We have now embarked upon our second half-century, ever inspired by the motto of our founder, Patrick Hayes: "Everybody in, nobody out."

In keeping with our mission and guiding principles, we seek, represent, and welcome a multiplicity of voices in everything we do from programmatic content to the composition of our board and staff. Accordingly, we seek to build a team that reflects and meets the needs of the community we are part of and serve. While we have made important progress, we continue to pursue that goal through intentional, focused learning and action.



We strive to make Washington Performing Arts ever more inclusive, and true to our founder's guiding ethos of "everybody in, nobody out." To gain the maximum benefit from our team, we wish to make every employee feel welcome and motivated to do their best work. We know that we work better together in service of Washington Performing Arts' mission, because of our differences, not despite them.

Equal Employment Opportunity Statement

Washington Performing Arts subscribes to a policy of Equal Employment Opportunity and will not discriminate against any employee or applicant because of race, age, sex, color, sexual orientation, physical or mental disability, protected veteran status, religion, ancestry or national origin, marital status, genetic information, political affiliation, and gender identity or expression. In addition, the District of Columbia adds protection for marital status, personal appearance, sexual orientation, family responsibilities, matriculation, or political affiliation. Washington Performing Arts' employment decisions are made based on the needs of the organization and qualifications of the applicants and employees.