

# Development Database Manager

## **Position Summary:**

The Development Database Manager is an integral, full-time member of The Florida Orchestra development department responsible for overseeing department wide database procedures, managing the accuracy and integrity of the Tessitura database, executing the gift entry and acknowledgement process, and additional related functions.

## **Responsibilities:**

- Processes charitable contributions daily
- Generates acknowledgement, thank you letters, and tax receipts
- Creates patron lists for gift recognition, solicitation appeals, and event invitations
- Creates and maintains a suite of reports tracking fundraising activity as well as campaign and appeal analysis (*Ability to highlight key data points and trends to inform development activity highly encouraged*)
- Responds to data and reporting requests with accuracy and timeliness
- Reconcile monthly contributed revenue
- Reconcile fiscal year-end results
- Manages and maintains the Tessitura database to ensure development data is recorded accurately, with a strong focus on overall data hygiene
- Collaborates with Tessitura System Administrator to
  - Execute system updates and install new features
  - Establish and maintain organization-wide system procedures
- Stays up to date on new Tessitura product developments and seeks to improve overall database usage within the development department
- Documents processes related to gift entry and reporting
- Creates and maintains training materials for new development staff in Tessitura
- Maintain and improve business practices
- Implement and utilize best data practices
- Establish and follow protocols to ensure accurate accounting
- Assist with other development department administrative needs
- Represent TFO at performances, events and programs, and serve as an ambassador for TFO
- Other duties as assigned

**Qualifications, Experience & Education:**

- Database management; knowledge of Tessitura database a plus
- Unfailing attention to detail and process-focused
- Strong organizational, problem-solving, and multi-tasking abilities
- High level of professionalism and grace under pressure
- Ability to incorporate and apply database knowledge to connect with TFO donors to bring them closer to TFO's mission, and to assist the development department with strategic planning
- Ability to provide meaningful data insights to inform decisions made by the development team
- Excellent customer service skills
- Enthusiastic and positive personality; high energy level
- Excellent verbal and written communication skills
- A strong commitment to the mission of TFO, demonstrating a genuine interest and passion for the arts, especially classical music
- A willingness to work some evenings and weekends
- A Bachelor's degree or equivalent experience

Salary range: \$35,000-\$40,000

Resumes, cover letters, and inquiries can be sent to [aford@floridaorchestra.org](mailto:aford@floridaorchestra.org). No phone calls please.