



Manager of Development Operations

Does This Sound Like You?

The **Pittsburgh Symphony Orchestra** is currently seeking a **Manager of Development Operations** to help the Symphony meet its revenue goals and fulfill its mission. The ideal candidate has experience in fund/donor development or a related field, excellent communication skills, and proficiency managing donor databases, specifically Tessitura. If this sounds like you and you have a love of the arts, consider a career with the Pittsburgh Symphony Orchestra! This is a full-time position based out of our office located in downtown Pittsburgh.

Who We Are:

The two-time 2018 GRAMMY® Award-winning Pittsburgh Symphony Orchestra is credited with a rich history of engaging the world's finest conductors and musicians and demonstrates a genuine commitment to the Pittsburgh region and its citizens. Known for its artistic excellence for more than 120 years, the Pittsburgh Symphony today is lauded as the region's international cultural ambassador. The Symphony's mission is to engage, enrich, and inspire through unparalleled live musical experiences and is committed to their values of excellence, inclusivity, integrity, celebration, and enjoyment.

What You Will Be Doing:

- Overseeing the data entry process for all gift entries into database: Tessitura. Transactions include but are not limited to: checks, pledges, credit cards, web donations, payroll deductions, matching gifts, electronic fund transfers, and stock transfers.
- Maintaining data integrity for all contributions received by the PSO. This includes monitoring internal reports to identify and execute transaction adjustments and write-offs, auditing data entry and account cleanliness, and setting up fundraising campaigns and appeals in collaboration with Development staff.
- Providing subject matter expertise on Tessitura usage, collaborating with internal departments on database optimization for tracking, reporting, documentation, etc. and providing training to internal users as needed.
- Managing the timely production of written and electronic acknowledgements with the Development Coordinator, including letter tracking in Tessitura, overseeing and programming mail merge templates, and ensuring regulatory compliance.
- Creating extractions, lists, and custom reports to support fundraising appeals.
- Serving as primary liaison with Finance department to include managing daily transaction folders, supporting the annual financial audit, and troubleshooting unidentified contributions with Symphony accounting staff.
- Overseeing print and digital donor listings with the Development Assistant.
- Organize and streamline department transaction files (hard copy and electronic), including coordinating the annual warehousing and destruction of archival records.

- This document is a summary of the typical functions of the job not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties.

Your Background:

- Bachelor's degree in a related field or equivalent work experience
- 2-4 years of extensive database management or comparable experience
- 2-3 years fund raising experience
- Exceptional computer skills; including proficiency in Microsoft Excel
- Familiarity with gift processing and tracking CRM systems, specifically Tessitura (preferred)
- Ability to work independently but also as a member of a team
- Ability to meet deadlines and perform well under pressure
- Ability and willingness to work irregular hours to complete tasks on time, including evenings and/or weekends when necessary for PSO events

Physical Requirements:

- Ability to work on a computer for extended periods of time
- Ability to operate related equipment, i.e. computer, copier, scanner

The specific statements shown in each section of the description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Pittsburgh Symphony, Inc. recognizes that an individual with a disability may require a job modification/ accommodation to enable them to successfully perform a job function. Consideration will be given to such requests.

The Pittsburgh Symphony, Inc. provides equal opportunity to all qualified employees and applicants for employment without regard to race, color, religion, sex, gender, pregnancy, sexual orientation, gender identity, genetic information, ancestry, national origin, age, physical or mental disability, marital status, veteran status, or any other class or category protected by local, state, or federal law.

To apply, please send a cover letter and resume to hr@pittsburghsymphony.org