

Detroit Opera

Associate Director, Donor Relations and Engagement

Salary: \$65,000 - \$75,000

Work Schedule: Monday-Friday, 9 AM – 5 PM, With additional events and shows on weekends and nights.

How to Apply: Qualified applicants should submit their resume and cover letter to employment@detroitopera.org

Position Summary:

As a key member of the Development Operations team within the Development Department, the Associate Director, Donor Relations and Engagement provides overall management to all areas of donor relations, stewardship, engagement, and events to support Detroit Opera's ambitious artistic vision through increased and consistent fundraising success.

Responsibilities:

Donor Relations and Stewardship:

- Oversee, manage, and lead all aspects of the donor relations program, including, but not limited to, the design and implementation of a comprehensive donor-centric model; enhancing and growing the experience/relationship donors have with Detroit Opera; managing the gift acknowledgment process; producing high-quality impact reports; and aligning and reimagining donor recognition societies, benefits, and experiences.
- Serve as the main Donor Relations contact and act as the subject matter expert for stewardship.
- Work with key leaders and colleagues across Detroit Opera to report accurate information on expendable giving and endowment performance with donors on a regular basis while ensuring that all gifts are acknowledged and stewarded consistently, appropriately, and in a timely fashion.
- Serve as the VIP Ticket Concierge for donors to ensure a seamless patron experience. Coordinate with the Box Office and Marketing on seating, tickets, packages, and preferences.

Communications and Marketing:

- Collaborate and coordinate productively with other internal departments and serve as the Development lead for Marketing, Communications, and External Relations.
- Partner with colleagues and vendors on the creation, content, design, adoption, and implementation of development communications products such as proposals, white papers,

case statements, one-pagers, digital content, impact reports, gift menus, annual fund letters, newsletters, bulletins, etc.

Events:

- Plan and execute Development events for Detroit Opera, including room arrangements, invitations, staffing, decor, equipment, budgeting, contracting, marketing and communication, parking and transportation, VIP handling, etc.
- Attend Development events, performances, and programs as needed to ensure smooth operations, assist with logistics, troubleshoot, and serve as liaison between facilities staff, event hosts, and guests.
- Maintain detailed records of events including tracking in the database records of contacts, RSVPs/responses, and attendance.
- Manage the benefit fulfillment – including access, staffing, tracking, ticketing, etc. - and the donor experience for the Herman Frankel and Barbara Frankel Donor Lounge for Detroit Opera performances, presentations, and programs.
- Oversee the event briefing process to ensure clarity of objectives, roles, expectations, and outcomes.

Project Management:

- Track the development communications and interactions of the Detroit Opera's leadership – President and CEO, Artistic Director, Adviser for Dance, Board Chair, etc. – with high-level donors and prospects to ensure timely correspondence, moves management, engagement, and follow-up.
- Oversee the leadership briefing process to ensure strategic goals and specific objectives are both articulated in advance and assigned for follow-up towards solicitation and stewardship afterwards for meetings and events.
- Create new workflows and processes as relevant to uphold and improve DO's Standards.

Required Qualifications:

- Bachelor's degree and three to five (3-5) years of not-for-profit work experience in donor relations, stewardship, alumni or parent relations, event planning, advancement services, development operations, or related work experience at a level comparable to the needs of the position.
- Outstanding computer skills.
- Excellent and demonstrated writing skills.
- Excellent interpersonal skills and the demonstrated ability to work independently, while managing competing obligations toward meeting deadlines.
- Strong project management and problem-solving skills.
- Ability to manage one's schedule and workload.
- Ability to maintain confidentiality and work with sensitive data.
- Must be able to thrive in a highly productive, fast-paced environment.
- Ability to understand diverse perspectives and acknowledge the significance of differences and complexities in background, cultures, values and viewpoints as the foundation for an inclusive environment.

Desired Qualifications:

- Previous experience at an opera company, dance company, performing arts organization, or arts institution of any kind is preferred.
- Knowledge of and experience with the Southeast Michigan philanthropic landscape and familiarity and experience with working with individual and institutional donor in the Detroit area are preferred.
- Relevant certifications such as Certified Fundraising Executive (CFRE), Certified Meeting Planner (CMP), or Certified Nonprofit Professional (CNP) are preferred.

Application Deadline:

Job openings are posted for a minimum of seven calendar days. This job may be removed from posting boards and filled any time after the minimum posting period has ended. Applications will be reviewed as received throughout the posting period and continue until the position is filled.

Additional Information:

Detroit Opera is committed to recruiting and retaining a diverse workforce and encourages all employees to fully incorporate their diverse backgrounds, skills, and life experiences into their work and towards the fulfillment of the DO mission.

About Detroit Opera:

Founded in 1971, Detroit Opera (DO) is the premier multi-disciplined producer and presenter for opera, musical theatre, and dance in the Great Lakes Region. Based in the city of Detroit, the organization engages artists of national and international stature for stellar main stage and outreach performances and provides compelling cultural enrichment programs for the diverse audiences and communities that it serves, making it one of Detroit's pillars of arts and culture. DO is among a select few opera companies nationwide to own its theatre, the historic 2,700-seat Detroit Opera House, which is located in the heart of downtown Detroit.

DO is seen as the most innovative opera company in America. DO garnered great critical and popular acclaim during the pandemic for its socially distanced, drive-thru production of *Twilight : Gods*, an adaptation of Wagner's *Götterdämmerung*. Brainchild of new Artistic Director Yuval Sharon, *Twilight : Gods* was performed across multiple levels in DO's own parking structure and provided performance opportunities for local cast and orchestra members, in addition to international opera stars. Lauded for past projects such as his [reverse chronological staging](#) of Puccini's *La Bohème*, Sharon in July premiered a [high-tech reimaging](#) of a Wagner opera.

For more information, please visit <https://detroitopera.org>