

# Detroit Opera

## Director, Data Analytics and Operations

**Salary:** \$90,000 - \$105,000

**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](mailto:employment@detroitopera.org)

### Position Summary:

The Director, Data Analytics and Operations, is the leader of the Development Operations team in the Development Department towards the goal of supporting Detroit Opera's ambitious artistic vision through increased and consistent fundraising success. The Director serves as the manager of gift, transaction, and constituent data and a power user of Tessitura - Detroit Opera's customer relationship management (CRM) database – as a researcher who identifies potential donor prospects (individuals, corporations, and foundations) and examines their philanthropic propensity and capacity, as a prospect manager creating and evaluating gift officer portfolios, as the manager of financial reporting, gift accounting, and contributed revenue projections and analytics, and as the departmental lead for operations and project management for Development.

### Responsibilities:

Data, Reporting, Analysis, and Projections:

- Organize, enter, manage, process, and coordinate all gift and constituent data for Detroit Opera's Development department for the purposes of gift receipting, donor acknowledgements, constituent recordkeeping, data analytics, progress benchmarking, and financial reporting.
- Partner with the colleagues in the Development and Finance departments to review, reconcile, and report on gifts, transactions, transfers, allocations, counting, and crediting. Ensure accurate and timely gift processing and receipting as well as internal record-keeping in line with industry standards and Detroit Opera policies and procedures.
- Manage, oversee, and update the overall collection, reporting, projections, and analysis of contributed revenue (donations) for Detroit Opera.
- Create campaigns in Tessitura to track and report on gifts and ticket sales.
- Collaborate with other departments on database functionality and information tracked across ticket sales, event or program attendance, and donations.
- Serve as the primary source of information and advanced troubleshooter regarding Tessitura, digital products, and other database schemas, structures, and objects.

- Manage user needs analysis, evaluation of new functionality, customization, testing, implementation, and support; ensure that upgrades and new services deliver the value users expect.
- Create documentation and solutions for specific systems and process and troubleshoot advanced problems and recommend appropriate action.

Research:

- Continually and consistently search for, research, identify, and prepare in-depth reports on prospective partners, investors, and supporters for the work of Detroit Opera.
- Lead prospecting meetings on a regular basis with various segments of the frontline fundraisers of the Development team.
- Creates and devises new systems and procedures for optimizing, tracking, and increasing giving.
- Conducts research on special events guests and provides research to Development officers and Detroit Opera leaders one week in advance of the event.
- Serves as Development department liaison with electronic screening vendors and as department expert on its utilities, analyses, and management of data.

Prospect Management:

- Create, manage, plan, and review portfolios for Development officers from a pool of rated and/or researched prospects with capacity to make leadership annual, major, principal, or planned gifts to ensure that each portfolio remains dynamic in its potential.

Administration and Supervision:

- Manage the Development department budget in support of the Chief Development Officer.
- Supervise the Associate Director of Donor Relations and Engagement and the Manager of Data and Operations.
- Oversee gift agreements and gift acceptance policies.

**Required Qualifications:**

- Bachelor's Degree required.
- Ability to analyze documents, such as financial documents, and public records, for wealth assessment.
- 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:**

- Bachelor's degree and a minimum of five to seven (5-7) years of demonstrated experience in prospect research, prospect management, database management, development operations, financial reporting, campaign management, preferably in nonprofit fundraising or previous working experience with other database/inventory management systems/CRMs preferred.
- Supervisory experience is preferred.
- Master's Degree in information science or a relevant or related field preferred.
- Previous experience at an opera company, dance company, performing arts organization, or arts institution of any kind is preferred.
- Working knowledge of and fluency in SQL is preferred.
- Knowledge of the range of resources available to prospect researchers and the ability to apply those resources in an organized manner is preferred.
- Demonstrated analytical skills for identifying philanthropic patterns and relationships for individual, corporate, and foundation donors.
- Knowledge of and experience with the Southeast Michigan philanthropic landscape and familiarity and experience with working with individual and institutional donors in the Detroit area 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 reimagining](#) of a Wagner opera.

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