

## **DEVELOPMENT OPERATIONS MANAGER**

### **OVERVIEW**

The Development Operations Manager provides management and coordination of the development procedures, processes, record keeping, and data analysis that are central to the Fisher Center at Bard's fundraising activities. The role facilitates fundraising logistics between the Executive, Development, and Audience & Member Services departments of the organization, as well as Bard College Office of Development and Alumni/ae Affairs, ensuring the clarity, consistency, and efficiency in planning, communicating, and executing development operations. As the Fisher Center approaches its 20th anniversary in 2023, this role will play a pivotal role in helping support the advancement of the organization into the future.

The Development Operations Manager reports to the Development Director and works closely with Fisher Center staff members who participate in fundraising activities.

### **RESPONSIBILITIES**

- Oversee the Development department's use of Tessitura, the organization's customer relationship management software, in relation to its functions in gift processing, donor and prospect list management, data hygiene, campaign configuration, and reporting.
  - Gift processing – handle the receiving, backup, and notification of mailed donations; cross-check gift entry reports to ensure consistency between Tessitura and Banner; create shadow entries
    - Serve as the organization's primary liaison with Bard College's Gift Recorder throughout the gift entry and acknowledgment process, and lead monthly check-ins with the College's gift recording team
    - Track monthly earned and contributed revenues, and reconcile quarterly contributed income, in coordination with the General Manager
    - Reconcile biweekly check deposits in coordination with the Database and Systems Manager
  - List management – serve as the primary user of Tessitura list management tools for campaign and prospect data analysis, special event and appeal mailings, and other development purposes; manage all data imports and exports; train and oversee other employees on correct data entry and analysis methods within Tessitura
  - Data hygiene – lead routine data audits as needed, including audits on duplicate entries, salutations, contributions, relationships and households, constituencies, and constituent interests
  - Campaign configuration – create and maintain the configuration of the Fisher Center's Development-related Campaign/Designation/Fund structure, including the verification of related financial accounts with the Fisher Center's Finance team
  - Reporting – deploy custom reports about attendance, contributions, research, moves management, and finance as needed to guide development operations practices
  - Refine and oversee the process of issuing gift acknowledgments as a responsibility of the Development team

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- Maintain moves management plans in Tessitura and ensure the development staff's portfolios of donors and prospects remain up to date
  - Ensure all written communication with and contact reports from high-level development prospects is duplicated in Tessitura
  - Initiate and manage data integration projects between Tessitura and Banner, to allow for better communication around prospects and their management
  - Handle outgoing research requests and input incoming data sets from the Office of Prospect Research to Tessitura
  - Provide ad hoc research on event guests and potential prospects
- Manage grant-making calendars and assist with the compilation and submission of materials for grant applications
  - Participate in meetings between the Office of Institutional Support to ensure coordination between ODAA and the Fisher Center
  - Collect data from other departments as needed
  - Create supplementary application and report materials
- Develop strategies for improving and expanding the use of e-communication in development operations
- Prepare and distribute meeting agendas and materials and coordinate logistics for development operations and prospecting meetings, including for Bi-Weekly Prospects and Plans Meetings, Monthly Gift Recorder Check-Ins, and Quarterly Institutional Prospects Meetings Receipt and triage/distribution of Fisher Center postal mail

## Company-Wide Responsibilities:

- The Fisher Center is currently undergoing an organization-wide process of change toward becoming an anti-racist, multicultural institution. All on staff are expected to:
  - Commit to anti-racism and inclusivity at the Fisher Center. This includes participating in any trainings when scheduled, supporting departmental, company-wide, and cross-departmental collaboration in issues of diversity, equity, and inclusion, and furthering your own independent journey with anti-racism
  - Contribute in meaningful ways to the organizational culture

## **QUALIFICATIONS**

Ideal candidates possess the following qualities:

- Experience in fundraising work; experience and/or familiarity with fundraising in the arts a plus; at least 2 years professional experience preferred
- Excellent organization skills, communication skills, and superior attention to detail
- Collaborative with other team members, while also being able to work independently on particular projects and tasks.
- Ability to remain flexible in planning, particularly as logistics and plans develop
- Creative thinker and solution finder, particularly in helping solve logistical problems
- Welcoming demeanor and positive attitude
- Ability to collect, sort, analyze, and interpret data points to inform fundraising initiatives.
- Experience with database software and/or customer relationship management (CRM) programs preferred; experience with Tessitura strongly preferred

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- Proficiency with Google Suite (Sheets, Docs, shared Drives) and Microsoft Office (specifically, Word and Excel)
- Ability to work some evenings and weekends for special events, as discussed and planned

***While some duties may be performed remotely, this position will require on-site and physical presence at the Fisher Center.***

## **LOCATION**

Bard's beautiful 1,000-acre campus is situated on the east bank of the Hudson River, in Annandale-on-Hudson, New York. Community life is defined by numerous cultural and recreational opportunities in the surrounding historic Hudson River Valley and by proximity to New York City. Nearby towns and villages include Rhinebeck, Tivoli, and Red Hook, New York.

## **TO APPLY**

This is a full-time, exempt position eligible for Bard College's group benefits package, compensated at an annual salary range of \$50,000 – \$60,000, depending on experience level.

Complete the application form here: <https://formfaca.de/sm/OV-l-goCu>.

Applications for this position will be reviewed on a rolling basis until the position is filled.

For any questions or issues with the application form, please contact [fcjobs@bard.edu](mailto:fcjobs@bard.edu).

*Bard College is an equal opportunity employer and we welcome applications from those who contribute to our diversity. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, mental, or physical disability, age, sexual orientation, gender identity, national origin, familial status, veteran status, or genetic information. Bard is committed to providing access, equal opportunity, and reasonable accommodation for all individuals in employment practices, services, programs, and activities.*

## **ABOUT THE FISHER CENTER**

The Fisher Center develops, produces, and presents performing arts across disciplines through new productions and context-rich programs that challenge and inspire. As a premier professional performing arts center and a hub for research and education, the Fisher Center supports artists, students, and audiences in the development and examination of artistic ideas, offering perspectives from the past and present, as well as visions of the future. The Fisher Center demonstrates Bard's commitment to the performing arts as a cultural and educational necessity. Home is the Fisher Center for the Performing Arts, designed by Frank Gehry and located on the campus of Bard College in New York's Hudson Valley. The Fisher Center offers outstanding programs to many communities, including the students and faculty of Bard College, and audiences in the Hudson Valley, New York City, across the country, and around the world. Building on a 162-year history as a competitive and innovative undergraduate institution, Bard is

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committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders.

Learn more about the Fisher Center, its programs, and values at [fishercenter.bard.edu/about](https://fishercenter.bard.edu/about).

## **ABOUT BARD COLLEGE**

Founded in 1860, Bard College is a four-year residential college of the liberal arts and sciences located 90 miles north of New York City. With the addition of the Montgomery Place estate, Bard's campus consists of nearly 1000 park-like acres in the Hudson River Valley. It offers bachelor of arts, bachelor of science, and bachelor of music degrees, with majors in nearly 40 academic programs; graduate degrees in 11 programs; nine early colleges; and numerous dual-degree programs nationally and internationally. Building on its 162-year history as a competitive and innovative undergraduate institution, Bard College has expanded its mission as a private institution acting in the public interest across the country and around the world to meet broader student needs and increase access to liberal education. The undergraduate program at our main campus in upstate New York has a reputation for scholarly excellence, a focus on the arts, and civic engagement. Bard is committed to enriching culture, public life, and democratic discourse by training tomorrow's thought leaders. For more information about Bard College, visit [bard.edu](https://bard.edu).