

# THE NEW YORK POPS

A DIFFERENT KIND OF ORCHESTRA

**TITLE:** Development Operations Manager  
**REPORTS TO:** Director of Development  
**SUPERVISES:** Gala/Development Intern

**POSITION OVERVIEW:** The Development Operations Manager will be directly responsible for day-to-day management of Development systems, including gift processing, data entry, reporting, project management, and administrative support. They will play an integral role in advancing The New York Pops' fundraising activities, including support from individual, foundation, and corporate donors.

## **DUTIES AND RESPONSIBILITIES:**

- Collaborate with Director of Development to create, streamline, and activate efficient operational systems.
- Act as project manager for Development campaigns; create prospect trackers, coordinate mailings, report on campaign progress, and generate gift acknowledgments.
- Maintain donor database (PatronManager), process transactions, produce mailing lists, conduct gift entry, create donation forms, and manage pledges. Ensure all donor and gift data is entered accurately and swiftly into database. Distribute daily transaction emails.
- Follow reporting schedule, create reports, and pull ad hoc reports as requested. Regularly analyze metrics and report on trends, strengths, and weaknesses.
- Lead online auction initiatives; solicit in-kind donations, coordinate auction fulfillment, maintain positive and productive relationships with in-kind donors.
- Represent The New York Pops at concerts and events; assist Director of Development with live and virtual events, such as event registrations, pre/post event correspondence, and back-end tasks.
- Manage VIP ticketing and box office relations for all concerts and fundraising events. Arrange house seats and tickets to concerts for Board, VIPs, and development prospects. Assist board with annual subscription acquisitions and renewals.
- With the Director of Development, actively solicit, cultivate, and steward individual, corporate, and foundation funders through phone calls, emails, proposals, letters, and meetings.
- Research new foundation and corporate prospects. Assist with grant proposals, corporate decks, budgets, and supplemental materials.
- Create active strategies to engage constituents with a goal of gaining philanthropic support in addition to purchasing tickets.
- Assist Director of Development with scheduling and correspondence for Development Committee and as needed with board reports.

## **QUALIFICATIONS:**

- Minimum of 3-5 years of experience in Development

- Experience with back-office functions related to gift processing, data entry, reporting, and Development analytics
- Strong proficiency with PatronManager, Salesforce, or comparable CRM system (certified Salesforce Admin preferred)
- Detail oriented, strong analytic and logical reasoning skills
- Project management skills: demonstrated experience in successfully juggling responsibilities and managing deadlines while maintaining a high degree of accuracy
- Experience with Microsoft Office suite, particular fluency in Excel and PowerPoint

**The ideal candidate will also:**

- Exhibit passion for mission-driven nonprofit arts organizations.
- Be an avid consumer of culture.
- Maintain an enthusiastic and positive attitude with a sense of humor and quick wit.
- Employ an open mind.

**WAGES, BENEFITS, & WORKING CONDITIONS:**

- Full-time, 37.5 hours per week, M-F. Some evening and weekend work is required.
- Salary range = \$45,000 – 55,000
- Comprehensive benefit package includes medical and dental insurance, generous vacation and holiday schedule, 403b match, commuter benefits, and more.
- The New York Pops is currently working remotely and plans to transition to a hybrid in-person/work from home office model starting October 2021.
- Proof of vaccination will be required for all personnel, artists, and patrons for New York Pops in-person concerts and events.

**HOW TO APPLY:**

- Please email cover letter and resume as one PDF document to [jobs@nypops.org](mailto:jobs@nypops.org), include “Development Operations” in the subject line of the email.
- No phone calls please.

The New York Pops is an Equal Opportunity Employer. The New York Pops is actively striving to achieve greater diversity amongst our Board of Directors, staff, and orchestra. We are committed to an inclusive workspace, and we strongly encourage applications from BIPOC, AAPI, LGBTQ+ who are excited about contributing to our mission.