

**POSITION ANNOUNCEMENT  
DEVELOPMENT OPERATIONS MANAGER**

**POSTING DATE:** November 2019  
**STATUS:** Full-Time  
**REPORTS TO:** Director of Development  
**POSITION AVAILABLE:** November 25



**ABOUT ROUND HOUSE THEATRE**

Dubbed “the current meteor in DC theatre” by Peter Marks of The Washington Post, Round House Theatre is one of the “Big Six” professional theatres in the Washington, DC area. A nonprofit professional LORT theatre with an annual budget of over \$6 million located in suburban Washington, DC (Bethesda and Silver Spring, MD), Round House Theatre is a home for outstanding ensemble acting and lifelong learning that seeks to captivate audiences with stories that inspire compassion, evoke emotions, and demand conversation. With a growing subscriber base and having just completed the best-attended and highest-grossing seasons in its history, Round House produces a six-show season of new plays, modern classics, and musicals for more than 55,000 patrons each year at its newly renovated 350-seat theatre in Bethesda in addition to providing educational programs for more than 5,000 students of all ages at its six-classroom Education Center in Silver Spring, in schools throughout Montgomery County, and at the Bethesda theatre.

**JOB DESCRIPTION**

The Development Operations Manager (DOM) will oversee the internal operations of the Development Department, including database maintenance, reporting, and financial tracking. Additionally, the DOM will assist in ensuring the success of the current \$14 million Full Circle capital campaign through coordinating campaign activities, tracking financial activity, and prospect identification. The DOM serves as an essential member of the theatre’s five-person development team. The DOM is responsible for optimizing organizational development processes to increase contributed revenue to Round House Theatre. Utilizing the Spektrix CRM database, this position will create functional reports and tracking methods to properly review key fundraising metrics with the Director of Development. Coordinating with the Special Events and Development Associate, the DOM will create and execute annual fund renewal and acquisition communications, including two major direct mail appeals, emails, and printed materials. Additionally, the DOM will play a lead role in Round House’s migration to Tessitura this summer.

**ORGANIZATIONAL STRUCTURE**

The Development Operations Manager reports to the Director of Development and supervises the Development Intern.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Manage internal department processes to ensure data-driven fundraising strategies and functional reporting.
- Coordinate and implement annual fund solicitation communications.
- Maintain tracking and reporting of capital campaign revenue.
- Assist in implementation of the campaign communications plan with the Marketing Department and external consultants.
- Manage and track donor prospect pool using the CRM database (Spektrix) and other tools.
- Oversee acknowledgement of all campaign gifts and pledges and preparation of pledge payment reminders and pledge forms.
- Serve as project manager for development marketing materials, including e-blasts, programs, signage, presentations, and other related deliverables.
- Serve as project manager for all campaign related materials, including copy writing and editing, in collaboration

with the Marketing department.

- With Director of Development, lead CRM migration from Spektrix to Tessitura.
- Supervise Development Department Intern.
- Develop campaign correspondence and solicitation proposals; prepare materials for prospect and donor meetings.
- Plan and staff campaign events, as needed.
- Other duties as assigned.

#### **QUALIFICATIONS AND CAPABILITIES**

- Bachelor's Degree required.
- Minimum of 2-3 years experience in nonprofit fundraising.
- Strong knowledge of donor databases (Tessitura preferred), including best practices for tracking and reporting.
- Outstanding organizational skills and attention to detail.
- Ability to prioritize multiple tasks and meet deadlines.
- Strong writing, editing, and proofreading skills.
- Demonstrated ability to think strategically and to achieve results in a fast-paced, team-oriented environment.
- Excellent interpersonal skills.
- Proficiency with Macs, and Microsoft Office Suite including Outlook, Word, Excel, and PowerPoint.
- Schedule flexibility and ability to work occasional nights and weekends.
- Experience in a performing arts organization, especially theatre, is desirable.

*\*Where the qualifications are described in terms of formal education or training, prior experience in a relevant field, as determined by the theatre, may be substituted.*

#### **BENEFITS**

- Salary in the 40s, commensurate with qualifications and experience
- Health insurance – Choice of fully-funded HMO or optional PPO
- Dental, Life and Long-Term Disability Insurance
- Generous paid time off, including annual, personal, and sick leave

#### **HOW TO APPLY**

Submit a cover letter and resume to [jobs@roundhousetheatre.org](mailto:jobs@roundhousetheatre.org). Round House Theatre is an Equal Opportunity Employer. Persons from diverse backgrounds are strongly encouraged to apply. For more information about Round House Theatre, please visit [RoundHouseTheatre.org](http://RoundHouseTheatre.org). No phone calls please.