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CRM Systems Manager

SUMMARY: Spoleto Festival USA seeks a **CRM Systems Manager** to oversee all information aspects of the Development department including the use of the Tessitura CRM for both the department and the broader institution.

Tessitura Software is the leading enterprise-wide fully integrated software system for arts & cultural organizations. This position is responsible for the information aspects of the Development department's day-to-day operations as well as significant aspects of the larger institutional use of the Tessitura CRM database and accompanying software solutions including custom report development and other special projects as needed.

DUTIES AND RESPONSIBILITIES: Oversee all aspects of the Development Department's information flow into and out of the Tessitura database including: provide technical design, support, information management, and reporting design and output for business analytics, transaction processing, management of gift/data entry, list management for solicitation, communication and special events, gift acknowledgment and pledge reminders, donor benefits and Festival parties, and the technical aspects of online contributions/event sales. Responsible for direct supervision of data entry personnel, supervising operations of the Development department as needed, and coordinating transaction processing and reporting with Finance department.

Develop and maintain an inventory of custom and existing reporting across the institution (Development/Box Office/Marketing/Finance) using SQL Server Reporting Services (SSRS), SQL Server Management Studio and Microsoft Access; develop and maintain solutions for problems specific to the Festival and its business rules; produce datasets for analysis.

Manage larger database functions including imports, exports, de-duplication and data hygiene processes. Identify opportunities for increased efficiency and more effective utilization of functionality; document procedures to maximize the efficient exchange of information; train users as necessary and keep users apprised of functionality beneficial to their specific areas. Develop a strong overall knowledge of the Tessitura database system as well as local business procedures and customizations; keep apprised of new ideas in the Tessitura community; maintain responsibility for coordinating upgrades; effectively communicate issues to Tessitura support. Participate in cross departmental working groups covering dynamic pricing and customer segmentation.

This position reports to the Director of Development and the Director of Finance. Benefits include vacation and medical leave, participation in group health insurance, dental, vision, 401k, and life insurance plans.

QUALIFICATIONS AND REQUIRED SKILLS: Three to five years' experience as a report writer or programmer including experience writing complex SQL and familiarity in report writing using SQL Server Reporting Services (SSRS) or similar reporting tools. Familiarity and experience with Tessitura preferred. Familiarity with the Microsoft Office Suite including Microsoft Access. Able to clearly interpret questions, requirements and requests for information. Well-developed analytical, organization and problem solving skills. Ability to devise solutions to address business needs, manage multiple projects, establish priorities and plan and execute work independently. Knowledge of fundraising practices and/or the performing arts a plus. Willingness and ability to work evenings and weekends seasonally as needed.

TO APPLY: Please submit resume and cover letter to developmentjobs@spoletousa.org. No phone calls, please.