

SPOLETO FESTIVAL USA

For 17 days and nights each spring, Spoleto Festival USA fills Charleston, South Carolina's historic theaters, churches, and outdoor spaces with performances by renowned artists as well as emerging performers in opera, theater, dance, and music. Now in its 45th season, this non-profit is internationally recognized as America's premier performing arts festival.

DEVELOPMENT SYSTEMS MANAGER

Spoleto Festival USA seeks a Development Systems Manager to oversee all aspects and management of the Tessitura CRM system and related reporting tools and third-party integrations.

Tessitura Software is the premier fully integrated software system for arts and cultural organizations. Tessitura is customizable and utilized to fit the Festival's unique organizational structure. This position is responsible for maintaining advanced knowledge of Tessitura and related software. In addition, this position is responsible for developing and improving processes which encourage the extensive use of Tessitura by all Festival departments.

Responsibilities include:

- Creating, managing, and distributing accurate reports to the appropriate staff.
- Maintain existing custom reports and utilities.
- Developing Tessitura Analytics dashboards to support development activities.
- Oversee the processing of gifts, gift agreements and benefits fulfillment.
- Tracking donor membership records for timely renewal reminders and maintaining donor pledge reminder schedules.
- Configure, monitor, and maintain the data integration between Tessitura and the Spoleto website, TNEW. This includes online ticket purchases, contributions, and event ticket sales.
- Manage database quality, including NCOA processing, data appends, de-duplication, and regular quality reviews of plans, memberships, email addresses, and other aspects of constituent and contribution records.
- Work with the finance department on a regular reconciliation schedule between Tessitura and the finance system (Blackbaud's Financial Edge)

General Qualifications for this Position include:

- Well-developed analytical, organization and problem-solving skills.
- The ability to devise solutions to address business needs, meet deadlines, manage multiple projects, establish priorities, and plan and execute work independently.
- Ability to clearly interpret questions, query requirements, and requests for information.
- Must be flexible and able to adapt as priorities change with a willingness to step in and help in other areas of the institution as needed.
- Willingness and ability to work some evenings and weekends seasonally as needed.
- Must be a team player.

Required Technical Skills

- Exceptional attention to detail when creating, updating, and reviewing custom reports.
- Familiarity with Microsoft Office products. An advanced knowledge of Microsoft Excel preferred.
- Fluency in SQL is required for maintaining the Tessitura custom reports and utilities.
- Experience with SQL Server Management Studio and SQL Server Reporting Services.
- Familiarity with documenting processes and procedures, for technical and non-technical consumers.
- A general aptitude for learning new technology and software.

This position reports directly to the Chief Advancement Officer, but is integral to the operations of Finance, Marketing, and the Box Office. Benefits include vacation and medical leave, participation in group health insurance, dental, vision, 401K, and life insurance plans. In addition, employees have access to seasonal performances at reduced rates and can be on stand-by for available complimentary seats.

To apply, please send a resume and cover letter (optional), to developmentjobs@spoletousa.org.

No phone calls, please.

Spoletto Festival USA is an equal opportunity employer and committed to diversity in hiring. Equity is central to our culture, mission, and who we are as a arts organization. Spoletto Festival USA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership, parental status, military status, or any other non-merit factor.