



## CRM Systems Manager

For 17 days each spring, Spoleto Festival USA imbues Charleston, SC, with artistic innovation and celebration, filling its theaters, churches, and outdoor spaces with performances in opera, dance, music, and theater. With a mission to present programs of the highest artistic caliber while maintaining a dedication to young artists, the Festival also maintains a commitment to all forms of the performing arts, a passion for contemporary innovation, and an enthusiasm for providing unique performance opportunities for established artists. Through its programming, Spoleto provides emerging performers the opportunity to work with master artists, conductors, directors, and designers. Established in 1977, Spoleto Festival USA is a 501(c)3 nonprofit arts organization.

Spoleto Festival USA seeks a CRM 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 CRM software system for arts and cultural organizations. Tessitura is customizable and utilized to fit the Festival's unique organizational structure and needs. 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.

### **Core Responsibilities:**

- Maintain existing Tessitura CRM System including extensive custom reports and utilities, as well as implementing new capabilities as necessary.
- Create, manage, and distribute accurate reports to the appropriate staff. Including the creation of lists and extractions for all types of organizational communications.
- Develop Tessitura Analytics dashboards to support development and marketing activities.
- 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.
- Manage relationship between Spoleto Festival and related third-party technology providers, including the Tessitura Network, iWave, WordFly and other tools.
- Advanced troubleshooting when problems arise.
- Manage System Upgrades and system maintenance over time.

**Qualifications:**

- 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 ask for clarification when additional information is needed.
- 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, testing, updating, and reviewing custom reports.
- Familiarity with Microsoft Office products. An advanced knowledge of Microsoft Excel preferred.
- Advanced proficiency in SQL is required to maintaining the Tessitura custom reports and utilities.
- Experience with SQL Server Management Studio SSMS and SQL Server Reporting Services SSRS.
- Familiarity with documenting processes and procedures, for technical and non-technical consumers.
- A general aptitude for learning new technology and software.

**Compensation:** This position reports directly to the Chief Advancement Officer and is integral to the operations of Finance, Marketing, and the Box Office. The target salary range for this position is \$65,000 - \$75,000. Benefits include vacation and medical leave, paid holidays, participation in group health insurance, dental, vision, life insurance, short and long-term disability, and a matching 401(K) plan.

**To apply:** Please send resume and cover letter to [developmentjobs@spoletousa.org](mailto:developmentjobs@spoletousa.org).

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 an 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.