



MAYO PERFORMING ARTS CENTER

DEVELOPMENT ASSOCIATE

Position Status:

This is a full-time salaried position. Regular in-office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. Attendance at selected evening meetings and evening/weekend special events including, but not limited to the Starlight Ball, the Spring Fundraiser, the Chairman's Reception is required.

Reporting:

Development Director

Position Summary:

The Development Associate supports the Development Department through effective management of database systems, assists with growing the membership program and participates in other events including the Starlight Ball. This position spearheads financial reporting, online giving functions and data entry through proficiency in the organization's CRM (Tessitura). This position ensures the integrity of the Development Department's CRM records, data and provides reporting and analytical data from the CRM, assists with donor/membership cultivation and stewardship efforts, and manages key operational processes to advance fundraising and engagement goals.

Primary Responsibilities:

Database Management

- Create and maintain Campaigns, Funds, Appeals, Memberships, Sources, Benefits, Promo Codes, Pricing and other database structures each fiscal year.
- Develop and maintain Tessitura Analytics dashboards for fundraising, membership, campaign performance, board giving, and donor trends.
- Generate reports as needed to support fundraising strategy, donor cultivation, board giving, membership trends, and departmental planning.
- Prepare and provide reports, giving histories, prospect profiles, and other analytical materials for leadership, Board members, committees, and fundraising initiatives.
- Conduct prospect research and wealth screenings using iWave.
- Generate donor recognition lists for program books, posters, publications, digital materials, invitations, and other department needs.
- Generate invitation and mailing lists for fundraising events, donor receptions, business breakfasts, Opening Night, Chairman's Reception, and additional special events.
- Oversee the integrity and maintenance of constituent records, supervising the Development Assistant to ensure accurate, consistent, and up-to-date donor and membership data.
- Serve as primary administrator for Development functions within Tessitura, iWave, Kindsight, OneCause, and other software.
- Create and maintain online giving campaigns and donation pages in collaboration with the Marketing Department to ensure gifts are properly allocated and tracked.

- Manage membership auto-renewal processes, including reporting, reminder communications, and pledge billing.
- Assist with matching gift tracking and confirmation in collaboration with the Membership Manager.

Administrative & Department Support

- Coordinate Development Committee, including preparing meeting agendas, minutes, materials, and reminders.
- Serve as a member of the Tessitura Super Users Group, participating in system upgrades, testing, and process improvements.
- Lead and manage design of internal assets, including emails and signage, to ensure cohesive branding and event theming for fundraising, membership, and other promotional campaigns or as needed.
- Develop and implement database procedures and workflow improvements to enhance departmental efficiency and ensure data integrity.
- Provide guidance and oversight to the Development Assistant in database management, gift processing, acknowledgements, and other departmental workflows.
-

Financial Administration

- Assist the Development Director and Vice President & Chief Philanthropy Officer with departmental budget tracking and expense monitoring.
- Reconcile revenue and expenses with Chief Financial Officer and Vice President & Chief Philanthropy Officer.
- Prepare weekly, monthly, and annual fundraising reports, including reconciliations and deposits.
- Manage departmental financial reporting and reconciliation processes.
- Enter funds in Tessitura as they are received via Check, DAF, MG, Credit Card, Stock, etc.

Membership Operations

- Develop membership campaigns, promotions, and engagement initiatives under the direction of the Sr. Manager of Membership and Special events.
- Generate and manage the following lists and reports:
 - Membership recognition listings
 - Lists by status (current member, lapsed, upgraded, etc.)
 - Other lists as requested.
 - Assist Membership Manager as needed with lists for Lapsed/Renewal emails, Attendance Reports, and On-Sale Notifications
- Support the Sr. Manager of Membership and Special Events with member inquiries and membership processing.
- Assist with cultivation/stewardship and moves management for Basic Level members (\$50 - \$750).
 - Follow up with members after they receive their lapsed/renewal emails.
 - Send benefit reminders to \$500 and \$750 levels to invite them into the Starlight Lounge.
 - Review lists of Basic members to see who can viably be reached out to for an upgrade.
- Manage the Membership Discount Program.
- Under the direction of the Development Director and Sr. Manager of Membership and Special Events, plan, design, coordinate, and distribute the quarterly membership newsletter (The MPAC Memo).

Silent and Online Auctions

- Serve as database and OneCause administrator for the Starlight Ball.
- Manage guest records, bidder information, seating assignments, and constituent imports between Tessitura and OneCause.
- Serve as the primary liaison with OneCause to ensure successful event setup, check-in, checkout, and auction operations.
- Reconcile event revenue and expenses (under the direction of the Sr. Manager of Membership and Special Events) to be consistent with Tessitura. Reconcile further with the Finance Department.
- Solicit auction items for the Starlight Ball and Holiday Online Auction.
- Coordinate silent auction tracking, donor acknowledgements, mailings, and item management.

- Take pictures of or create an image for every item to be uploaded to OnceCause.
- Create auction lots, descriptions, bid increments, and package information.
- Design and manage OneCause bidding website, including Home Page, Auction, About Us, Donate Buttons, etc.
- Manage online holiday auction setup and administration. Coordinate solicitation, catalog creation, donor communications, mailings, item pickup, and financial reconciliation.
- Assist with committee planning and event logistics.

Other duties as needed.

Qualifications & Requirements:

- Bachelor's degree and 4+ years of experience in development, fundraising operations, database management, nonprofit administration, or a related field.
- Experience managing fundraising databases and CRM systems; proficiency with Tessitura or similar donor management platforms preferred.
- Strong analytical skills with the ability to create reports, interpret data, identify trends, and support fundraising strategy.
- Experience with gift processing, reconciliation, donor records, membership systems, and financial reporting.
- Excellent organizational skills with the ability to manage multiple priorities, meet deadlines, and maintain accuracy in a fast-paced environment.
- Strong written and verbal communication skills with the ability to interact professionally with donors, board members, staff, and external partners.
- Proficiency with Microsoft Office Suite, Canva, prospect research tools, and email marketing platforms such as WordFly or similar CRM/communications tools.
- Experience with online fundraising platforms, event management software, and auction systems preferred.

Attributes:

- Detail-oriented with a commitment to data accuracy and operational excellence.
- Collaborative team player who builds positive relationships across departments.
- Proactive problem-solver with the ability to identify process improvements and implement solutions.
- Adaptable and comfortable balancing strategic initiatives with hands-on administrative responsibilities.
- Strong customer service mindset with a focus on donor and member experience.
- Demonstrates professionalism, discretion, and sound judgment when handling confidential donor information.
- Enthusiasm for advancing the mission of a nonprofit arts organization.