

## Donor Relations Associate Job Announcement

### Position Summary

Pittsburgh Opera is seeking a full-time Donor Relations Associate to advance the company's fundraising and donor engagement goals. The Associate connects supporters to the art they make possible, working across the full donor relationship: managing gift processing and acknowledgments, planning and hosting non-ticketed cultivation events, coordinating donor benefits, and serving as a key Development point of contact for Tessitura. This position is part of the Development department and reports to the Senior Manager of Individual Giving.

### Key Responsibilities:

- **Gift Processing and Acknowledgments:** Enters and processes gifts in Tessitura daily, ensuring accurate coding, receipting, and tracking of all contributions. Prepares, prints, and mails acknowledgment letters on a regular schedule, along with monthly renewal letters and pledge reminders, and builds and manages the email automations that support them. Maintains online gift forms so the donation process is simple and seamless, and answers donor questions about receipts and giving history.
- **Cultivation Events:** Plans and manages non-ticketed cultivation events from start to finish, including invitations, mailings, and online registration. Staffs each gathering on site, overseeing check-in and recording attendance in Tessitura, and engages donors and patrons throughout so that every guest feels welcomed and valued.
- **Donor Benefits:** Tracks member benefits by giving level and coordinates their distribution, along with related notices. Contacts donors by phone and email to answer questions with warmth and care.
- **Database Support:** Serves as a key Development point of contact for Tessitura. Builds lists and reports for fundraising, stewardship, and events, including donor listings for the program book. Pulls subscription renewal donor data and prepares spreadsheets, working with the Individual Giving team to add gift asks.
- **Additional Responsibilities:** As interest and capacity allow, contributes to annual giving appeals, digital donor engagement, and community outreach in partnership with the Senior Manager of Individual Giving. Other duties and special projects as assigned.

**Job Requirements:**

- One to two years of experience in gift processing, event coordination, or administrative support, preferably within a nonprofit or arts organization.
- Exceptional attention to detail and a commitment to accuracy, with an understanding of how data and process support donor relationships and organizational goals.
- Strong organizational and time management skills, with the ability to balance recurring deadlines, ongoing projects, and multiple events.
- Clear, courteous written and verbal communication, including comfort speaking with donors by phone and in person.
- Proficiency in donor or customer relationship management software (Tessitura preferred; Raiser's Edge, Salesforce, or similar also welcome) and Microsoft Office, particularly Excel and Word.
- Comfort with email automation, online giving, and event registration platforms (currently Prospect2, Donate2, Typeform, and Social Tables), and interest in learning new systems as they evolve.
- A positive, donor-centric approach to working with patrons, volunteers and colleagues, and discretion in handling confidential donor information.
- Professionalism and resourcefulness, with the ability to take initiative and work independently in an open, fast-paced office.
- Ability to lift and carry material weighing 25-50 pounds.
- Reliable transportation and the ability to travel independently to assigned work locations as required.
- Willingness to learn about opera and enthusiasm for Pittsburgh Opera's mission.
- Bachelor's degree or equivalent experience.

This is a full-time exempt position that requires availability to work evenings and weekends as needed.

Salary range for this position is \$45,000 to \$50,000 annually, commensurate with experience and demonstrated skills, and is negotiable within that range. Benefits include medical and vision coverage, along with paid vacation and holidays.

Candidates must be legally authorized to work in the United States.

If interested, please send a resume and cover letter to:  
Kristin Gatch at [kgatch@pittsburghopera.org](mailto:kgatch@pittsburghopera.org).

Pittsburgh Opera is a tax-exempt 501(c)(3) organization and is an Equal Opportunity Employer.