Senior Individual Giving Manager Job Description

The Senior Individual Giving Manager position is part of the Institutional Advancement Department and is responsible for developing strategies and managing the cultivation and solicitation plan for individuals who primarily give or have the potential to give at least $7,500 annually. This position reports to the Senior Director of Advancement, and works in close collaboration with all members of the Institutional Advancement team, the General Director, and Board members.

Essential Duties and Responsibilities

PRIMARY FUNCTIONS

- Develops and implements effective fundraising strategies for leadership giving, including working with the Development Operations Coordinator to create strategies for identification; and working with remaining Institutional Advancement team members to cultivate and steward supporters, as well as solicit gifts
- Determines and maintains accurate gift forecasts for each assigned individual, along with the Senior Director of Advancement and the General Director
- Matches donor’s capacity and interest with appropriate Opera programs and priorities for multi-year annual gifts, signature projects, and planned giving / endowment needs
- Works closely with department staff and key volunteers to identify new prospects for annual and planned giving funding
- Provides a high level of donor cultivation, solicitation, and stewardship
- Partners with staff, volunteer leadership, and appropriate resources as needed to meet department objectives
- Meets or exceeds ambitious revenue goals

SECONDARY FUNCTIONS

- Provides concierge services to patrons, resolving issues and satisfying donor’s needs
- Partners with Individual Giving & Grants Manager to provide direction and guidance for donor recognition, correspondence, and gift fund stewardship
- Partners with Individual Giving & Grants Manager to ensure donors are recognized and acknowledged properly
- Partners with Special Events & Corporate Relations Manager to facilitate events and cultivation opportunities
- Works with department staff in stewarding donors and prospects at various events and functions
- Works with Development Operations Coordinator to maintain accurate and up-to-date records of donor contacts and ongoing communication with current leadership donors and prospects via database and hard file notations
- Performs other job-related duties as assigned

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the job.
New Hire Qualifications

Experience/Education
- 2-4 years of major gifts experience, preferably in not-for-profit development, including proven success in face-to-face solicitation of major donors with an outstanding record in closing major gifts
- Knowledge of, and experience with, principles and practices of fundraising, ticketing, and patron services
- Knowledge of opera or the performing arts preferred
- Bachelor’s degree from an accredited college or university (preferred) or equivalent work experience

Business/Computer Skills
- Adept at problem-solving, critical thinking, and using judgment in situations that require sensitivity and tact
- Proficient in business writing, procedures, and correspondence
- Excellent organizational and time management skills
- Must be able to set priorities, coordinate multiple projects simultaneously, and meet firm deadlines
- Effective presentation of information and strong spoken language skills
- Ability to work in a high volume, deadline-driven environment
- Experience working with PatronManager CRM and/or other fundraising databases
- Intermediate to advanced computer skills: experience in a Windows environment utilizing Word (experience with Mail Merge required), Excel, Outlook and PowerPoint

Personality & Soft Skills
- A dependable, enthusiastic, extremely detail-oriented multitasker with a “whatever it takes” attitude and a pleasing personality
- Exemplary diplomacy, problem-solving and teamwork skills
- Ability to discern what excites patrons to want to support our organization
- Establish working relationships and interact effectively with a wide range of people internally and externally
- Ability to work effectively with volunteer leadership and senior staff, involving them, as appropriate, in the cultivation and solicitation process for major donors
- Ability to nurture relationships with supporters
- Willingness to take initiative, work independently, keep a positive attitude, and maintain a professional demeanor
- Must maintain a high level of confidentiality
- Availability to attend evening and weekend Opera events

Hours of Work
- The Senior Individual Giving Manager is a full-time exempt position and is required to attend events and be present after hours during the Opera Season (typically November – April).

Please forward your cover letter and résumé in pdf format to: pbohr@pbopera.org

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