



## **Development & Operations Coordinator**

January 2024

### **About the Organization**

ARTSmemphis is the Mid-South's primary arts funder, working behind the scenes to expand the foundation of Memphis' arts through diligent and diverse support. The granting organization has distributed over \$94 million since 1963 to local artists and arts organizations and further provides financial guidance, organizational advice, marketing support, and networking opportunities and connections. Last year ARTSmemphis distributed \$3.4M, which was raised from a variety of sources, to 63 organizations and hundreds of artists. For more information, visit [artsmemphis.org](http://artsmemphis.org).

### **About the Position**

The Development & Operations Coordinator will report to the Senior Director of Development.

This position will work in partnership with the Development Team, which also includes the Director of Donor Engagement & Communications and the President & CEO, to implement ARTSmemphis' strategies to generate arts support.

The Development & Operations Coordinator will focus on development operations and will be responsible for the ARTSmemphis.org event calendar and office operations.

### **Responsibilities**

#### **Development Operations (75%)**

- Responsible for data entry and integrity, maintaining records, preparing reports, and providing information and insights to improve fundraising strategies and outcomes.
  - Serve as internal donor database expert by understanding features, processes and interface of the donor database with financial software.
  - Learn, implement and oversee best practices for donor and prospect data management.
  - Manage accounts receivable function (gift processing, acknowledgment, receipting, invoicing, month-end closeout, reconciliations).
  - Ensure all contributors are thanked and acknowledged in a timely manner.
  - Manage constituent data and perform regular donor database maintenance to ensure accuracy and consistency.
  - Coordinate, implement and update solicitation data for tracking and analysis.
  - Develop and maintain a system for generating, organizing and distributing reports; create dashboards to document trends and progress on fundraising goals.

- Produce custom reports for mailings, e-mails, actions, and other strategies.
- Manage guest lists, ticket sales and benefit fulfillment for event-based fundraising.
- Manage grant-seeking process including compiling information, drafting grant applications and ensuring timely reporting.
- Support donor relations and event logistics.
- Represent ARTSmemphis at off-site events.
- Write and maintain process documents related to this position, including a calendar of recurring tasks.

### **Operations (25%)**

- Maintain and update the event calendar on ARTSmemphis.org.
- Monitor office email address.
- Answer phones and greet visitors.
- Manage vendor and maintenance accounts; including serving as primary contact, scheduling maintenance/service calls, and invoicing.
- Assist colleagues with coordinating Board meetings and events.
- Write and maintain process documents related to this position, including a calendar of recurring tasks.
- Assist the President & CEO in general administrative duties.

### **Qualifications**

- Bachelor's degree.
- 3+ years nonprofit or philanthropic experience.
- Experience with donor database software; experience with Raiser's Edge NXT a plus.
- Deep affinity for arts & culture and/or supporting the greater Memphis community.
- Strong work ethic and willingness to take initiative.
- Strong written and verbal communication skills.
- Excellent organizational skills and keen attention to detail.
- Strong computer skills and knowledge of Microsoft Office Suite. Proficient with Microsoft Excel.
- Ability to manage multiple deadlines and tasks efficiently and effectively.
- Discretion in handling confidential information.
- Willingness to handle flexible hours including occasional work on nights and weekends.

The ideal candidate will be:

- be committed to playing a vital role in the development function of the organization.
- one who has a desire to be a key player in the future of ARTSmemphis.
- be a detail-oriented, systems thinker to provide high-quality, consistent data management.
- self-motivated, analytical, organized, and a problem solver.
- reliable, able to finish work in a timely manner, and able to work with a diverse group of people.
- ability to manage short-term and long-term priorities.

- able to take a project from conception to completion and open to doing whatever it takes to get the project done.
- able to engage a wide range of stakeholders.
- one who understands and is familiar with data, tracking, systems and has experience using this information to analyze and plan, using the latest methods.
- one who balances autonomy and collaboration.
- willing to work with a small team in a collaborative, fast-paced, creative environment.

**Salary:**

Minimum \$40K and commensurate with experience and qualifications.

**Benefits:**

- 401(k) and 401(k) company match up to 4%
- Health, dental, vision, and life insurance
- Paid time off
- Paid sick time
- 16 Paid holidays
- Parental leave
- Professional development opportunities + arts experiences

**Work hours:**

While typical work hours are 9:00am-5:00pm, Monday-Friday, employee must be willing to handle flexible hours including occasional work on nights and weekends. Employees are generally expected to be in the office Monday – Thursday with remote work flexibility on Fridays.

**Note:**

This position 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. It is intended, however, to be an accurate summary of those principal job elements. This position may be required to perform other duties and responsibilities as assigned.

**To Apply:**

Interested and qualified candidates may apply via email ([careers@artsmemphis.org](mailto:careers@artsmemphis.org)). Information is available [artsmemphis.org/careers](http://artsmemphis.org/careers); no phone inquiries, please. Candidates should submit a resume and a cover letter. Cover letter should describe why the candidate is interested in working with ARTSmemphis and how their skills and experience fit with the responsibilities for this role.

Applications will be reviewed beginning January 31 and on a rolling basis until position is filled.

*ARTSmemphis strives to build and sustain a diverse, inclusive, and equitable working and learning environment for all staff. ARTSmemphis provides equal opportunities to all employees and applicants for employment without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, marital status, or any other characteristic protected by law.*

*We strongly encourage LGBTQIA+ individuals, people with disabilities, Black, Indigenous, and people of color to apply.*