



OPERA COLORADO POSITION DESCRIPTION

Development Operations Manager

Reports To: Director of Development

Type: FULL TIME

FLSA Classification: EXEMPT

THE COMPANY

Opera Colorado began out of a desire to establish a major production company that would deliver major operatic productions to our local audiences. Its first season in 1983 featured a roster of internationally acclaimed performers, including James McCracken and Plácido Domingo. The company continues to attract the highest level of talent for its grand opera performances for over four decades. Opera Colorado is a resident company at the Ellie Caulkins Opera House at the Denver Performing Arts Complex (DPAC) in downtown Denver, with its headquarters located in Englewood, CO. The company features its own local professional orchestra and chorus, and employs over 300 people during its production season, which spans September through May, and serves over 45,000 patrons annually through performances and programs. With an annual operating budget of approximately \$5.5M, Opera Colorado is committed to telling stories that excite and connect our community in meaningful ways.

WHO WE ARE

We believe that opera plays a vital role in enriching our community. Opera Colorado's staff is a dynamic team of creative individuals who are passionate about serving our community through the power of the arts. We create great art, foster trust, and support growth. Adventure, curiosity, creativity, and transparency fuel our team to excellence in all we do. We are committed to creating opportunities to connect and enrich our Colorado community through the powerful storytelling medium of opera, and we are committed to removing barriers to make opera accessible and welcoming to all.

OUR VISION AND VALUES

Opera Colorado aspires to build a family of opera lovers, who reflect the multi-cultural fabric of our community. Our work will tell the great stories of opera, past, present, and future, showcasing diverse talent and innovative approaches that serve as a model for our community and the industry at large. To advance our mission and vision, the Opera Colorado staff has identified a set of core values that aim to inform our organizational culture and decision-making.

- We strive to create an **Inclusive** environment—providing equal access to all opportunities within the company and creating an environment where everyone feels welcome and safe.
- We foster **Creativity** in every aspect of our work—from the originality of our productions, programs, and experiences, to the way we innovate and solve problems.
- We are **Tenacious** in forging new paths and overcoming challenges—we don't give up when the going gets tough!

- We are **Passionate** about opera, our patrons, and our colleagues—we celebrate our dedication to creating the most compelling opera experiences for the widest audiences.
- We approach our daily work with a high level of **Integrity**—focusing on respectful, professional, and transparent actions, treating others as we would hope to be treated, and creating a trusting work environment.
- We know **Humor** fosters camaraderie and friendship—allowing us to maintain a lighthearted perspective and helping us view stressful events as opportunities.
- We exist to serve our **Community**, and we also work collaboratively as a community of professionals—respecting our individual and collective talents and opinions, while building strong bonds between the company and our patrons.

POSITION OVERVIEW

Opera Colorado seeks an organized and enthusiastic **Development Operations Manager** to provide essential administrative, database, and event support for the Development Department. Reporting to the Director of Development, this role is central to ensuring the smooth operation of donor stewardship, event logistics, and CRM data management, while contributing to communications and cultivation strategies that advance Opera Colorado's mission.

The ideal candidate is detail-oriented, collaborative, and eager to learn about fundraising and donor engagement in a fast-paced performing arts environment. They will coordinate donor acknowledgments, manage accurate CRM data, assist with events and communications, and provide outstanding internal and external customer service.

This role is ideal for a tech-savvy self-starter interested in nonprofit fundraising and arts administration, with strengths in systems-building, organization, and donor support.

DUTIES AND RESPONSIBILITIES

Donor Database & Gift Processing

- Maintain the accuracy and integrity of Opera Colorado's donor database (**Tessitura**), including data entry, record keeping, and gift tracking.
- Process donations and other gifts promptly and accurately, ensuring data consistency and confidentiality.
- Generate timely donor acknowledgments, receipts, and personalized correspondence.
- Track and report on donor activity, campaign progress, and revenue goals.
- Coordinate monthly reconciliation of gifts with the Finance department.

Donor Communications & Stewardship

- Produce and send donor communications, acknowledgments, and stewardship materials that strengthen donor relationships.
- Define and pull lists for targeted donor communications
- Support the execution of direct mail, e-newsletters, and digital fundraising campaigns.
- Assist in collecting donor stories, testimonials, and other content to highlight impact.

- Help fulfill donor benefits and recognition lists for program books and online platforms.
- Serve as a professional and welcoming point of contact for donors, patrons, and volunteers.

Prospect Research & Reporting

- Assist with research to identify potential donors, funders, or sponsors using internal data and external tools.
- Prepare profiles and background materials for donor meetings, proposals, and events.
- Support data analysis to improve segmentation, track giving trends, and identify opportunities for growth.
- Provide accurate and timely reports for internal planning, grant submissions, and board updates.

Event Support

- Assist in planning and executing fundraising and cultivation events, including receptions, donor dinners, and opening night gatherings.
- Coordinate event logistics such as guest lists, RSVPs, signage, materials, and staffing needs.
- Support on-site event operations, ensuring a polished and welcoming donor experience.
- Help manage sponsor benefit fulfillment and post-event follow-up.

Administrative Support

- Provide general administrative support for the Development Department, including scheduling, meeting preparation, and record organization.
- Maintain inventory of stationery, supplies, and development materials.
- Prepare meeting agendas, take notes, and follow up on action items.
- Back up front office operations or other administrative functions as needed.

Collaboration & Team Operations

- Work closely with Development, Marketing, Education, and Patron Services teams to ensure consistent messaging and donor engagement.
- Participate in departmental and all-staff meetings, contributing to an inclusive, solutions-oriented culture.
- Take initiative in improving internal systems, tracking processes, and donor touchpoints.
- Take on other responsibilities and projects as assigned.

IDEAL CANDIDATE

- Has proficiency with **donor management software (CRM)**—experience with **Tessitura** strongly preferred.
- Demonstrates fluency in building and managing segmented lists in **Tessitura** (v. 16 preferred).
- Possesses exceptional organizational skills, attention to detail, and the ability to manage multiple projects simultaneously.
- Brings a minimum of **2 years of experience** in nonprofit fundraising, development, or operations.
- Communicates clearly and professionally, both verbally and in writing.

- Demonstrates strong commitment to Opera Colorado's mission and values of diversity, equity, inclusion, and access.
- Is insightful when analyzing data and using results to activate donor engagement and process improvement.
- Demonstrates strong proficiency with **Microsoft Office Suite**.
- Bachelor's degree or equivalent experience.
- Basic understanding of accounting or data reconciliation processes.
- Exercises discretion, integrity, and a service mindset when handling sensitive donor information.
- Thrives in a collaborative, creative, and dynamic environment, bringing a proactive, positive attitude and genuine enthusiasm for the performing arts and philanthropy.

SPECIAL REQUIREMENTS

- Ability to work occasional evenings and weekends for performances and events.
- Ability to lift up to 40 lbs. occasionally.
- Some local travel required.

COMPENSATION

The salary range for this position is \$57,500–\$65,000, commensurate with experience. Opera Colorado offers a generous benefits package that includes medical and supplemental insurance, retirement contributions, paid vacation, holidays, and sick leave. We are proud to be an equal opportunity employer and are committed to building a diverse, inclusive team that reflects a wide range of perspectives and experiences.

TO APPLY

Please submit a resume and a cover letter detailing your interest in the position [HERE](#).

Data show that women and BIPOC candidates are less likely to apply to a job if they don't feel they meet all the qualifications listed. Our job descriptions are general overviews, not a comprehensive list. If you feel passionate about our efforts and believe that you have the skills and experience to contribute to the growth of our organization, we want to hear from you.