



Development Operations Coordinator

Background

ODC is a groundbreaking contemporary arts institution, delivering its mission through a world class dance company, an innovative presenting theater, a dynamic digital platform, a dance school for movers of all ages and abilities, and ODC Health with initiatives including a fee-free diagnostic and educational Healthy Dancers' Clinic, and fitness offerings informed by dancer training for all levels and abilities. Guided by Founding Artistic Director Brenda Way, ODC is nationally recognized for its entrepreneurial spirit and artistic innovation. Unique for its fully integrated vision, ODC strives to inspire audiences, cultivate artists, engage community, and foster diversity and inclusion through dance performance, training, and mentorship. ODC operates a three-building campus including a Dance Commons and the ODC Theater in San Francisco's Mission District, and a robust digital program for classes, performances, and engaging dialogue. ODC's programs and activities have contributed to community development, arts education, and access to creative art-making for more than 50 years.

Position Summary

The Development Operations Coordinator will build, steward and leverage the data on which ODC's fundraising efforts run - ensuring donor data integrity, effective organization and the creation of reports that guide department strategy and evaluation. This position is primarily responsible for all data entry, acknowledging donors, managing Development's interface with the Salesforce-based PatronManager (PM) database, maintaining regular reporting, and coordinating with the Finance Department to ensure accuracy and consistency between development and financial records.

The Development Operations Coordinator reports to the Director of Development and works closely with the Development and Finance teams to accomplish the role's responsibilities. This is a full-time, non-exempt (hourly and eligible for overtime) position, with a schedule of 40 hours per week. There is some flexibility for remote work but the employee must be located in the San Francisco Bay Area to facilitate on-site work as needed.

Roles & Responsibilities

Development Operations

- Provide accurate entry and timely processing of donations and donor data into PM, including documentation of donor restrictions/intent when applicable. This includes gifts received on-line, via third-party giving platforms, wire-transfers, ACH, stock/securities, checks, in-kind, and/or cash.
- Produce timely, accurate, and when needed, customized receipts and acknowledgment letters to donors within one week of receipt of donation.
- Coordinate with the Development team on appropriate campaigns, funds, and appeals for allocation of each gift to be processed.
- Track and correctly designate and update outstanding pledge balances and pledge payments. Work with the Director of Development to issue invoices for outstanding pledges.
- Safeguard the confidentiality of donor information and organizational information by exercising discretion in communicating information to staff, Board and other stakeholders.
- Support and assist in coordination of major donor-focused fundraising and cultivation events.
- Assist in administrative support for the Board of Directors' development efforts and the Board's Development Committee as needed.

Patron Manager Database Administration

- Act as Database Administrator for the Development department's use of PM. This includes managing 3rd party integrations, custom reports/queries/dashboard, workflows and process automation, and back-end development and customization. Candidates without direct experience in Salesforce or PM will be provided training and required to obtain PM certification within the first 6 months of employment.
- Add new or update existing patron records in PM with data received as part of gifts sent to ODC and/or as part of donor/prospect research as assigned, verifying input data to ensure accuracy, and populate all appropriate data fields where information is available.

Reporting and Cross-Departmental Coordination

- Design, run, and provide regular reports for senior staff and project leads as well as custom reports, dashboards, and patron lists as requested by colleagues.
- Coordinate monthly reconciliation of gift income in PM with the general ledger with finance and development staff including identifying and resolving discrepancies between PM and Finance's accounting software system.
- Enter checks into Revenue Log and send out to the distribution list.

Qualifications

- 2-3 years of office coordination/administrative support experience in a professional environment, with preference for experience working in development at a non-profit organization.
- Exemplary attention to detail and accuracy with the ability to prioritize and manage multiple projects simultaneously and meet deadlines.
- Demonstrated proficiency with a Salesforce-based CRM or similar system such as Raiser's Edge, Blackbaud, Tessitura. Strong preference for candidates with PatronManager.
- Fluency in G-suite, Asana, Slack, and Microsoft Office.
- Strong analytical and problem solving skills.
- Strong written and verbal communication skills.
- Minimum 21 years of age and eligible to work in the US.
- Based in proximity to the Bay Area to allow regular on-site work on the ODC campus (351 Shotwell Street and 3153 17th Street, San Francisco, CA 94110).
- Bachelor's degree preferred.

Physical Demands and Work Environment

- Work is performed in an office and performing arts facilities setting with opportunity for remote working.
- Must be available to work occasional evenings and weekends as required by the organization's performances and special events schedule.
- Work is primarily performed sitting, standing, and walking.
- Regularly sits at a computer station and operates electronic equipment 6 to 8 hours per day.

Compensation and Time Base

- This is an at-will, hourly position (eligible for overtime) with a minimum time base of 30 hours per week and not to exceed 40 hours per week, this position is based on ODC's San Francisco, CA campus and offices with arrangements for some remote work.
- \$26 - \$30 per/hour DOE
- The role earns and accrues ten (10) days per year of paid time off as well as sick leave. In addition, as a member of ODC's full-time staff, this role receives three (3) additional days as floating holidays. This role also receives these paid holidays each year: New Year's Day, MLK

or President's Day, Memorial Day or Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and ODC's administrative winter break—which is December 24 – December 31.

- As a dance organization committed to physical well-being, ODC's benefits package currently includes health coverage for full-time employees (vision and dental coverage are available at the employee's cost), a retirement savings plan and a life insurance plan. Additional benefits include pre-tax commuter deductions, access to tuition-free dance classes at ODC, complimentary tickets to select ODC performances, and a dynamic work environment.

To Apply

- To apply for this position, please email your current resume and a cover letter to: HR@odc.dance
- Note, please reference **"Development Operations Coordinator"** in the subject line.

No phone calls please.

Principals only. Recruiters; please don't contact this job poster.

Please do not contact job poster about other services or products.

At ODC we believe the vitality of life in the San Francisco Bay Area is contingent upon continued exposure to a variety of perspectives, beliefs, and wisdom. Our work at ODC is challenging and exciting. We attract people who are committed to dance and the arts and we are willing to work hard to engage our audiences and serve our communities. If you want to make a difference, challenge yourself and help us continue to innovate, we welcome your energy and talents. People of color and people with disabilities, of diverse sexual orientations, gender expressions and identities are welcome and encouraged to apply.