Development & Member Acquisition Associate

BroadStage in Santa Monica seeks a dynamic, driven Development & Member Acquisition Associate to support the operations of our busy Development department. In this role, you will join a team of energetic, enthusiastic, and smart professionals with a passion for the arts and the audience experience! You’ll bring your energy, organizational skills, and attention to detail to support the Development department through conscientious database management and attentive donor concierge service to help us grow our donor pipeline and audience base, and exceed our fundraising goals.

About BroadStage
BroadStage is a contemporary performing arts presenter in Santa Monica that energizes audiences and community through bold performances and personal connection. A proud flagship of Santa Monica College, BroadStage is one of Los Angeles’ leading venues to experience daring artistic performances. BroadStage’s intimate yet strikingly grand 535-seat venue combines the warmth of a small theater with the acoustics and staging of a grand hall.

Now in its 15th season, BroadStage is expanding to meet a rapidly evolving set of needs. Under the leadership of Artistic & Executive Director Rob Bailis, BroadStage is broadening its impact through a new artistic vision and expanded venue footprint, celebrating our shared humanity and expanding the role the arts play in the vitality of our diverse community.

About the Role
Reporting to the Director of Development, the Development & Member Acquisition Associate will support and receive direction from the Individual Giving Officer and the Membership & Special Events Officer. The Development Associate will be responsible for database management and Member concierge services, while also supporting the Marketing Department with database list generation, as well as idea creation for audience outreach and communications. This is a newly reimagined position for the organization, so the person selected for the role will be instrumental in creatively shaping the position.

Areas of Accountability

Database, Data Management, Prospect Research, Gift Processing & Acknowledgment
- Acquire high-level knowledge of our Customer Relationship Management (CRM) software, Patron Manager, and be our point person for data input and management of the system troubleshooting issues, streamlining processes, and ensuring deadlines can be met.
- Conduct donor prospect screening and identification processes in Patron Manager (using iWave software) to grow our donor and Board pipeline.
- Manage list generation and segmentation for audience communications (Marketing) and fundraising campaigns (Development) while assisting with campaign reporting and analysis. Support the Director of Development, the Individual Giving Officer, and the Membership & Special Events Officer with generating and distributing reports from Patron Manager.
- Manage gift entry and processing in Patron Manager.
- Ensure automated gift acknowledgment letters and Membership renewal communications are correctly distributed in a timely fashion.
- Serve as the primary liaison for the Development department with Patron Manager, iWave, and Mogli technical support.
General Operations
- Monitor the Development department email, phone line, and Mogli text message inbox, responding in a timely fashion to fulfill Member ticket requests such as refunds or exchanges, offer event recommendations, and answer general inquiries.
- Assist with subscription and single ticket sales for VIP Members.
- Support event planning and execution as needed.
- Create detailed donor profile packets for distribution to Staff and Board Members ahead of events.
- Other duties as assigned.

External Functions
- Attend external functions including performances, Member events, and fundraising events for BroadStage to interact with audience members, and represent BroadStage at meetings, conferences, and other functions as necessary.

Essential Skills
- A self-starter with excellent interpersonal and written skills.
- Attention to detail and strong organizational skills.
- Ability to multitask; manage details and deadlines with forethought.
- An open communicator. Values transparency and frequent communication.
- Maintains strong interdepartmental relationships.
- Proficiency in Microsoft Word and Excel.
- Comfortable with CRM and wealth screening software a plus; eagerness to learn new platforms and processes.
- Openness to a culture of equity, diversity, and inclusion.

Salary and benefits
Salary: $50,000-$55,000. Full-time, non-exempt.

Benefits Package: Matching 401K plan and health insurance. PTO for holidays, vacation, personal days, and sick leave.

Location: This position is based in Santa Monica, California. BroadStage is currently a hybrid on-site/work-from-home workplace. Availability to work events at night and on weekends as needed.

How do I apply?
Submit a resume and cover letter to employment@broadstage.org and put the title “Development & Member Acquisitions Associate” in the subject line.

BroadStage recognizes that the values of equity, diversity, inclusion, justice, and respect must be fundamental to our work, and it is the responsibility of our staff, artists, and patrons to create a welcoming environment for all. We take pride in the culture we are cultivating within our organization, as we celebrate the differences that bring us closer together.

BroadStage is an Equal Opportunity Employer and all qualified applicants for employment will have full and equal access to employment opportunities.