broadstage

Development & Database Management Associate

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 partner of Santa Monica College, BroadStage's primary venue is the Santa Monica College Performing Arts Center, which includes three venues: The Eli & Edythe Broad Stage, a 535- seat venue combining the warmth of a small theater with the acoustics and staging of a grand hall, The Edye, an intimate black box space, and The Plaza an indoor/outdoor space perfect for live music, dancing, and community building.

BroadStage is part of the SMC tradition of community service, providing educational programs for high school and college students, artist workshops, and special events. After a 15-year anniversary in 2023, we're expanding to meet a rapidly evolving set of needs for artists, audiences, and community.

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. We believe that through the arts we can design the future we wish to see, evolving our work for a new day, and shaping a world in which we can all proudly live. To learn more about BroadStage visit www.BroadStage.org.

About the Role

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.

Reporting to the Director of Development, the Development & Member Acquisition Associate will support and receive direction from the Individual Giving Officer and the Membership and Donor Acquisition 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.

Who You Are:
- You are meticulous and find satisfaction in clean, well-organized data.
- You are a proactive problem-solver who enjoys learning new systems and improving processes.
- You understand that behind every data point is a person who believes in our mission, and you treat their information with respect and confidentiality.
- You are a collaborative team player who communicates clearly with both technical and non-technical colleagues.
- You are eager to gain a strong understanding of nonprofit fundraising cycles and gift processing best practices.

Key Responsibilities:

Database Management & Integrity:
- 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.
- Perform all data entry, including processing and receipting individual donations, pledges, grants, corporate gifts, and in-kind contributions with a high degree of accuracy and timeliness.
- Accurately process daily batches of gifts received through various channels (online, check, wire, stock).
- Manage list generation and segmentation for audience communications (Marketing) and fundraising campaigns (Development) while assisting with campaign reporting and analysis.
- Manage gift entry and processing in Patron Manager.
- Ensure automated gift acknowledgment letters, tax receipts, and Membership renewal communications are correctly distributed in a timely and accurate fashion.
- Reconcile development records with the accounting department on a weekly, monthly, quarterly, and annual basis.
- Serve as the primary liaison for the Development department with Patron Manager, iWave, and technical support.

Reporting, Analysis & Segmentation:

- Create standard and custom reports and dashboards in PatronManager to track key fundraising KPIs (e.g., campaign performance, donor retention, revenue forecasting).
- Analyze donor data to identify trends, segments, and opportunities for growth.
- Build and export targeted lists for direct mail, email campaigns, event invitations, and donor stewardship.
- Assist in preparing data for grant proposals and donor presentations.

Concierge Services and 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
- 1-2 years of experience in data management, development operations, or an administrative role, preferably in a nonprofit setting.
- Demonstrated experience with a CRM database. Direct experience with wealth screening software, PatronManager or Salesforce is a significant plus.
- Proficiency in the Google Suite, Microsoft Word and Excel.
- Attention to detail and strong organizational skills.
- Ability to handle sensitive and confidential information with discretion.
- A self-starter with excellent interpersonal and written skills.
- Ability to task switch; manage details and deadlines with forethought.
- An open communicator. Values transparency and frequent communication.
- Maintains strong interdepartmental relationships.
- Openness to a culture of equity, diversity, and inclusion.

Salary and benefits
Salary: $53,000-$58,000. 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. We are currently offering a remote work/on-site hybrid workplace with a flexible onsite schedule that includes attendance of on-site, in-person live events.

How do I apply?
Submit a resume and cover letter to employment@broadstage.org and put the title "Development & Database Management Associate" in the subject line.

At BroadStage, we believe that the performing arts are a source of joy, nourishment, and connection, and that art flourishes when we all cooperate to create a space for it. BroadStage recognizes that the values of equity, diversity, inclusion, access, 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.