TESSITURA AND BUSINESS ANALYTICS OFFICER

Responsibilities

A member of the Advancement Team, the Tessitura and Business Analytics Officer is responsible for the Dallas Opera’s Tessitura software and serves as the lead resource in utilization, support, and training of Tessitura throughout the organization. This position is also responsible for working with senior staff to provide business analytics, reporting, and dashboards for the organization.

Specific duties include:

- Organizational lead in all aspects of Tessitura, including database, TNEW, and Analytics. Work with all departments to understand and provide for their Tessitura needs.
- Manage Tessitura user accounts and permissions for staff.
- Administers the Tessitura CRM
- Develops and manages SQL solutions for data manipulation and automation.
- Writes and manages all SSRS and InfoMaker reporting for the Tessitura CRM.
- Provide Tessitura training and support for staff.
- Analyze, create, and modify processes and procedures in accordance with best practices that streamline Tessitura utilization throughout the organization to maximize efficiency.
- Liaison with colleagues to optimize their use of Tessitura to advance leadership’s goals and strategies.
- Organizational lead for generating email and mailing lists, data, analytics, and sales reports; train others to generate their own data but continue to serve as back up.
- Plan, manage, and build events, performances, campaigns, and appeals in Tessitura, as needed. Train others to perform these tasks as needed for their departments but continue to serve as back up.
- Understand and support other applications connected with Tessitura, including Donate2, Prospect2, Windcave, Vimeo, and others as needed.
- Serve as the primary liaison with Tessitura support and the IT department regarding Tessitura technical issues, Tessitura training, and Tessitura support.
- Provides documentation for IT and users for SQL procedures, reports, and CRM processes.
- Works on help desk tickets for the above tasks and provides backup support for other Help Desk tasks
- Work with senior leadership to provide native and custom data capture, analytics, and reports to evaluate effectiveness of business initiatives, including events and campaigns.
- Provide guidance and support of integration and/or migration of other data with/into Tessitura.
- Serve as liaison for data transfers between organization and third parties.
- Develop documentation of Tessitura for the organization.
- Develop documentation of Data Analytics for the organization.
- Some nights and weekend hours are applicable during season production time.
- Attend and actively participate in all team meetings and meetings with senior leadership as required.
- Other duties as requested.
Candidate Qualities

Traits and Characteristics

• Aptitude for multitasking, prioritizing, and managing time in a fast-paced environment which often presents competing priorities.
• Customer service mindset, and proven ability to build productive working relationships with team members and senior management team.
• Ability to take complex information and create hierarchy and framework for presenting information in a user-friendly way.
• Strong communication skills, including superb writing and editing skills.
• Accepts responsibility for accuracy and timeliness of assignments, strong work ethic.

Skills and Knowledge

• Extensive Tessitura knowledge with minimum of 5 years’ experience
• Proficiency with SQL queries and SSRS reporting preferred.
• Strong analytical and data analysis skills
• Project management experience with ability to navigate a complex environment with competing priorities.
• Experience in training and managing others to adopt use of data systems.
• Ability to meet deadlines under pressure with exceptional attention to detail.
• Enthusiastic learner willing to lead new initiatives and changes.
• Working and collaborating in a Microsoft 365 environment

Additional skills a plus:
• Familiarity with opera and the performing arts

Other Considerations

Compensation - Competitive salary. Benefits include health, vision, and dental insurance, vacation time, no-cost parking, and professional development opportunities to increase knowledge-base and employee retention.

Education - Bachelor’s degree preferred
Location - Dallas, Texas
Website - dallasopera.org
Travel - Occasional

The Dallas Opera values diversity in the workplace and is committed to creating an equitable and inclusive work environment where employees are treated with dignity and respect. The Dallas Opera is an equal opportunity employer and maintains a policy of non-discrimination with all employees and applicants for employment. This position will remain open until a diverse and qualified pool of candidates has been identified. Applications from populations underrepresented in the arts are strongly encouraged to apply.

To apply, please send a cover letter no longer than two pages and resume to recruitment@dallasopera.org, using the subject line “Tessitura and Business Analytics Officer.” Please send Word or PDF file only.

No phone calls please.