

DEVELOPMENT OPERATIONS MANAGER

The Dallas Opera is a world-class performing arts organization producing outstanding mainstage and chamber opera repertoire, attracting national and international notice, committed to extensive community outreach and education, and managed to the highest standards of artistic excellence, accountability, and financial sustainability.

In 2025, The Dallas Opera executed a successful \$54.5M campaign to more than double the TDO Foundation's endowment and raise operating funds. Annually philanthropy contributes \$14-\$15M, the majority of TDO's \$18-\$19M annual budget. The Development Operations Manager role is instrumental in supporting the Development team's donor stewardship and communication activities and the frontline fundraisers.

Responsibilities

Reporting to the Director of Development, the primary functions of the Development Operations Manager are to provide (1) administrative support to the frontline fundraisers, specifically the Director of Development; (2) team level data, reporting and calendar management; and (3) cross-team collaboration and project management related to donor events and communications.

This position collaborates closely with the Director of Tessitura Operations and Strategy, Events Manager and Institutional Marketing Manager to implement plans to support fundraising goals, as well as cross-company to execute events and donor communications. Specific responsibilities include:

Development Operations and Data Management

- Act as Development Tessitura "super user" and first point of contact for Development Database needs, with higher level access and knowledge for department functions
- Enter and maintain accurate donor and gift records, specifically plans, in Tessitura and function as Gift Entry Officer back-up
- Create and manage membership reports, pipeline tracking, and dashboards to support Development leadership; responsible for updates to maintain forecast accuracy
- Develop and document streamlined workflows to improve efficiency and consistency across Development processes

Donor Communications and Stewardship

- Coordinate with Marketing to ensure communications calendar compatibility and coordination of fundraising messages across the organization
- Oversight for creation of all donor event communications, calendar and messaging strategy
- Oversee calendar, messaging and mailings for annual fund appeal efforts, specifically supporting Inner Circle and Friends appeals
- Oversight for proofing process of all donor recognition in program books, signage, website, other formats; oversight of partnership development related benefits delivery
- Responsibility for accuracy of all sponsorship information and relaying same to Operations for display on supertitles and at the team level for donors events
- Maintain brand integrity and accuracy across all donor communications and materials

Frontline Fundraising and Director of Development Support

- Draft and proof donor correspondence, including acknowledgments, renewals, and pledge reminders
- Draft proposals, gift agreements, and stewardship materials
- Monitor and manage the Inner Circle Concierge line and email, ensuring timely and thoughtful donor support
- Provide administrative and operational support to the Director of Development and Giving Officers as requested
- Provide administrative and logistical support for Director of Development in managing the Development Committee and Board Governance and Nominating Committees, specifically assisting with committee meeting scheduling, preparing meeting materials, agendas, and minutes; maintaining rosters and contact lists; coordinating communications, meal arrangements, and meeting logistics
- Work donor events as assigned during the season while maintaining office hours

Cross-Company Collaboration and Project Management

- Serve as the point of contact between Development, Marketing, and Finance for data, reporting, and project needs; responsible for scheduling quarterly team and senior management level expense and revenue reviews
- Track departmental deadlines and deliverables, ensuring projects move efficiently from start to finish

As our organization evolves, so may this role. These duties may change as The Dallas Opera's leadership identifies the need at any time.

Candidate Knowledge, Qualifications, and Skills

- Aptitude for multitasking, prioritizing, attention to detail, accuracy and managing time in a fast-paced environment which often presents competing priorities
- Strong project management and organizational skills; accepts responsibility for quality, accuracy, and timeliness of assignment
- Team player with customer service mindset, collaborative spirit, and proven ability to build productive working relationships internally and externally
- Strong interpersonal skills and excellent written and verbal communication
- Able to handle confidential information with discretion and professionalism
- Knowledge of/interest in the opera, music and/or performing arts is preferred
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint), and collaborating in a Microsoft 365 environment; knowledge of Tessitura preferred

Other Considerations

Compensation	\$55,000-60,000 annually, depending on experience
Benefits	Comprehensive benefits package designed to support the well-being and long-term success of our employees including medical, dental, and vision insurance, generous PTO, paid parental leave, dedicated sick leave, 403b retirement savings plan with employer matching, complimentary tickets to performances, and personalized professional development opportunities.
Education	Bachelor's degree preferred
Location	Dallas, TX. Mondays and Fridays are work from home at manager's discretion; office hours Tuesday-Thursday; nights and weekend work required during season and as needed during the off season.
Travel	None

See yourself at the opera! 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. Applications from populations underrepresented in the arts are strongly encouraged to apply. This position will remain open until it is filled. To apply, please send a cover letter and résumé to recruitment@dallasopera.org, using the subject line "Development Operations Manager." Please send Word or PDF file only. No phone calls, please.