

## **OPERATIONS & SPECIAL EVENTS COORDINATOR**

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**Status:** Full Time / Regular / Exempt  
**Reports to:** Director of Development  
**Salary:** \$38,000 + benefits

### **THE POSITION**

Reporting to the Director of Development, the **Operations & Special Events Coordinator (OSEC)** is a member of the development team and is responsible for department operations such as gift processing, donor acknowledgement letters, database management, and general administrative functions. OSEC will plan and execute all special events such as Opening Nights, donor cultivation and stewardship events, receptions, and Board events, and will serve as key project manager to support the Playhouse's annual Gala. Additionally, OSEC will collaborate with the Director of Development to operationalize and support the annual fund, including donor benefit fulfillment, donor moves management in Tessitura, donor communications, and prospect research. This is a full-time position with benefits.

### **ESSENTIAL FUNCTIONS**

#### **Operations**

- Process gifts on a daily basis.
- Process donor acknowledgement letters on a weekly basis.
- Maintain individual donor accounts on the Playhouse's customer relationship management software, Tessitura.
- Maintain individual donor records on the Playhouse's server, including organization of gift records, and acknowledgement letters by year.
- Manage corporate matching gifts and accounts with third party donation services such as Benevity, YourCause, and others.
- Work with Business Intelligence Manager to run reports to pull lists and analyze donor data.
- Ensure that donor lists and segments are accurate.
- Work with Director of Finance to reconcile contributed income from individuals on a monthly basis.
- Update and maintain the development operations manual to reflect the most current processes and systems.

## **Special Events**

- Project manage and support the execution of donor events such as Opening Night receptions, Tech Talks, Insider Insights, Donor lounge, and the annual Gala. This includes creating invitations, managing RSVPs and guest lists, coordinating catering and refreshments, and managing event set-up and staffing.
- Maintain inventory of snacks and beverages used for Donor Lounge and other events. Order supplies as needed.
- Support the Institutional Giving & Partnerships Director with corporate events throughout the season.
- Work with box office staff to fulfill tickets requests by individual donors, and track tickets for cultivation events and other donor-related theater activity.
- Support the annual Gala by coordinating efforts related to the event such as auction management, ticket sales, vendor contracts, marketing, volunteer training, and other event planning and management needs.

## **Annual Fund Administration**

- Manage donor listings for programs and website.
- Maintain donor moves management using Tessitura PLANS.
- Coordinate donor benefits mailings with Marketing department.
- Provide frontline communication for the department with individual donors.
- Conduct research on prospective individual donors.

## **General Administration**

- Maintain inventory and order supplies as needed for the department.
- Provide administrative support for Board Committees such as the Development Committee and Gala Committee. This includes meeting scheduling, preparing agendas and materials, and maintaining contact lists and notes from meetings.
- Submit check requests, expense forms, and receipts; and maintain records for the department.
- Review department expense budget regularly with Director of Development.
- Manage the development department Woodward Intern (summer season) as requested by the Director of Development on specific projects and assignments.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- 2–3 years of related experience, or a combination of education and experience.
- Ability to work with colleagues, donors, and patrons; handle confidential information; exercise discretion; and build positive relationships

- Ability to understand and work with standard office software, including Microsoft Word, Excel, Outlook, and PowerPoint.
- Willingness to learn how to effectively use Tessitura and any other software programs needed to support development work and operations.
- Ability to work nights and weekends for special events as needed.

## **SPECIAL COVID FACTORS**

- All Westport Country Playhouse employees are required to have received both doses of the COVID-19 Vaccine (or one dose of Johnson & Johnson) plus the booster.
- Currently, all staff are required to work in the office at least 2 days per week, and we are planning to require staff to be in the office 4 to 5 days per week in the coming months.

## **ABOUT WESTPORT COUNTRY PLAYHOUSE**

Westport Country Playhouse sits on Paugussett land.

The Playhouse is a non-profit organization that produces theater from playwrights, actors, directors, and designers of all backgrounds, while entertaining audiences and exploring human and societal issues along the way.

We at Westport Country Playhouse have begun the process of creating an antiracist environment with our staff, artists, community leaders, and board members. We are having ongoing discussions around equity, diversity, and inclusion (EDI) as well as relevant trainings in antiracist practice, bystander intervention, and social justice. All Playhouse staff must be committed to learning about EDI work and engaging with the Playhouse in this mission.

## **YOU SHOULD APPLY**

The Playhouse is committed to creating a diverse and inclusive environment and is proud to be an equal opportunity employer. Applicants from populations underrepresented in the theater field are strongly encouraged to apply. All qualified applications will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, familial status, sexual orientation, national origin, ability, age, or veteran status.

A relocation stipend may be available, to be discussed upon job offer.

For more information about the Playhouse and other job opportunities, visit [westportplayhouse.org](http://westportplayhouse.org).

## HOW TO APPLY

- Send cover letter and resume to [resume@westportplayhouse.org](mailto:resume@westportplayhouse.org) with subject line:  
**Operations & Special Events Coordinator**
- Or mail to:  
Operations & Special Events Coordinator Search  
Westport Country Playhouse  
25 Powers Court  
Westport, CT 06880
- No phone calls or drop-in visits, please.
- **Application deadline:** Friday, April 8, 2022. All applications will be held and reviewed following the deadline.