



Position Description

Development Operations Manager

Position:	Development Operations Manager
Reports to:	President & CEO
Classification:	Full-time / Exempt
Start Date:	tbd/ July 2026
Salary:	\$75,000 – \$82,000
Benefits:	Full health/ dental/ vision coverage, PTO (vacation + sick days), optional non-matched 401(k) plan, professional development opportunities

POSITION SUMMARY

The Development Operations Manager serves as the internal engine of Pacific Chorale’s fundraising efforts, ensuring development systems, data, messaging, and materials operate with clarity, consistency, and excellence. This role is responsible for donor database administration, gift processing, reporting, and reconciliation, while also playing a key role in the development and execution of annual appeal messaging, donor communications, sponsorship collateral, and donor cultivation events.

Working in close collaboration with the Associate Director of Development, President & CEO, and Marketing team, the Development Operations Manager ensures that donor-facing materials are accurate, compelling, timely, and aligned with Pacific Chorale’s strategic priorities—including PC@60 and other special initiatives.

This position has the potential for growth, especially into forward-facing donor cultivation and stewardship. It is ideally suited for someone with 2-3 years’ experience in a development-focused role at a small- to medium-sized arts nonprofit, and who is looking to further their career as a professional fundraiser.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Gift Processing, Acknowledgements, & Stewardship Support

- Process and record all gifts, pledges, payments, stock gifts, matching gifts, and in-kind contributions in Tessitura in accordance with established procedures.
- Ensure timely and accurate donor acknowledgements, pledge confirmations, and tax receipts.
- Manage pledge tracking and installment reminders.
- Maintain donor recognition lists for publications, impact reports, donor walls, and events.
- Support stewardship fulfillment by ensuring donor benefits and recognitions are delivered accurately and on time.
- Support donor and patron events
- Serve as primary point of contact and stewardship for alumni

2. Donor Database & CRM Administration

- Serve as the primary administrator for Tessitura donor records, gift coding, campaign structures, segmentation, and reporting.
- Maintain data integrity through regular audits, de-duplication, standardized entry protocols, and documentation.
- Support integrations with ticketing, online giving platforms, accounting systems, and email tools.
- Maintain donor records in accordance with privacy policies and compliance standards.

3. Annual Appeal & Donor Communication

- Collaborate with the Associate Director of Development and President & CEO to develop annual appeal messaging, themes, and timelines.
- Draft and coordinate donor-facing copy for:
 - Annual fund appeals (mail and digital)
 - Campaign updates
 - Pledge confirmations
 - Sponsorship proposals and confirmations
 - Donor stewardship and impact communications
- Ensure all donor communications reflect Pacific Chorale's voice, values, and strategic priorities, and are consistent across platforms.
- Coordinate production and execution of appeal materials in partnership with Marketing and external vendors, as needed.
- Maintain messaging templates and documentation to ensure consistency and efficiency year over year.

4. Sponsorship & Proposal Support

- Draft and assemble sponsorship proposals, benefit summaries, and confirmation letters in collaboration with development leadership.
- Ensure sponsorship materials align with donor records, recognition levels, and tax-compliance requirements.
- Track sponsorship fulfillment and ensure benefits are delivered accurately.

5. Reporting, Analytics & List Management

- Produce regular fundraising reports and dashboards (campaign progress, donor retention, LYBUNT/SYBUNT, pledge status).
- Build accurate segmentation and mailing lists for appeals, events, campaigns, and stewardship.
- Provide historical giving summaries and donor profiles to support major gift strategy.

6. Reconciliation, Controls & Compliance

- Reconcile development records with the Finance Department on a regular schedule.
- Maintain audit-ready documentation for gifts, pledges, restrictions, and donor intent.
- Support internal and external audits with reports and transaction documentation.

7. Process Optimization & Cross-Functional Collaboration

- Document and improve development operations workflows, including gift entry, appeals, acknowledgements, and reporting.
- Train staff, interns, or volunteers on database use and development operations best practices.
- Coordinate closely with Patron Services on donor ticket benefits and seating.
- Serve as a reliable internal partner to Development leadership, enabling them to focus on donor relationships and fundraising strategy.

Other reasonable duties as assigned.

QUALIFICATIONS

Required

- Superior writing and editing skills, with experience drafting donor-facing communications.
- High attention to detail and strong project management skills.
- Proficiency in Microsoft Office/Google Workspace; advanced Excel skills preferred.
- Ability to handle confidential information with discretion and professionalism.
- Experience in performing arts or cultural nonprofits.

Preferred

- Verified completion of a bachelor's degree from an accredited institution of higher education. A graduate degree will be considered a plus.
- Familiarity with accounting and reconciliation processes.
- Experience supporting annual campaigns, sponsorships, or capital initiatives.
- 2-4 years of experience in development operations, advancement services, or fundraising administration.
- Demonstrated experience with donor databases/CRMs (Tessitura strongly preferred).

CORE COMPETENCIES

- Exceptional organizational and systems-thinking skills
- Strong written communication and donor-centric mindset
- Ability to manage multiple deadlines in high-volume periods
- Collaborative and solutions-oriented
- Comfort balancing data rigor with storytelling and messaging

WHY THIS ROLE MATTERS

This position strengthens Pacific Chorale's ability to:

- Deliver clear, compelling donor communications
- Execute annual appeals and campaigns with consistency and accuracy
- Build donor trust through excellent stewardship and reporting
- Scale fundraising operations sustainably as the 60th Anniversary approaches (2027-28)

WORK ENVIRONMENT

Pacific Chorale’s administrative offices are open Monday – Friday, 9am – 5pm. Occasional weekends and evenings will be required to support concerts, special events. This is an on-site position that also requires attendance at performances, and donor and community events.

COMPENSATION AND BENEFITS

The salary range for this position is \$75,000 – \$82,000, commensurate with the candidate’s experience and qualifications. Pacific Chorale provides 100% health, dental, and vision insurance coverage for all full-time employees, paid vacation, recognized national holidays, a one-week paid closure during the year-end holidays, flex days, and paid sick time. There is a non-matching 401(k) retirement program available.

APPLICATION PROCESS

Visit https://pacificchorale.formstack.com/forms/employment_application to submit an application form for the “Development Manager” position. Upload a one-page cover letter highlighting your interest in this position and why you think you are a good fit, along with a resume or CV in .doc or .pdf formats.

ABOUT PACIFIC CHORALE

The mission of Pacific Chorale is to uplift the human spirit through exceptional choral artistry, create unifying connections across Southern California communities, and cultivate learning through artistic expression across every stage of life.

Located in Costa Mesa, California, the GRAMMY® Award-winning Pacific Chorale has delighted national and international audiences with concerts of great choral music performed at the highest musical standards since 1968. Under the artistic leadership of Robert Istad, the organization produces a series of concerts each year at Segerstrom Center for the Arts, where it serves as the resident choir. Pacific Chorale is recognized for exceptional artistic expression, preserving, and performing classical choral music as well as presenting stimulating American-focused programming. In addition to its own substantial performance season and long-standing partnership with Pacific Symphony, the Chorale is sought regularly to perform with the nation’s leading symphonies, having performed with such renowned American ensembles as the Los Angeles Philharmonic, the Boston Symphony, the National Symphony, San Diego Symphony, Los Angeles Chamber Orchestra, Philharmonia Baroque Orchestra, Musica Angelica, and Vienna Philharmonic (2027). In July 2023, Pacific Chorale toured Germany, Austria, and England.

For more information about Pacific Chorale, visit www.pacificchorale.org.

Pacific Chorale is an Equal Employment Opportunity Employer and actively and enthusiastically seeks a diverse pool of candidates.