



Senior Director of Advancement Services

As L.A.'s premier performing arts destination, The Music Center convenes artists, communities, and ideas with the goal of deepening the cultural lives of every resident in Los Angeles County. The \$70 million non-profit performing arts organization has three divisions: TMC Arts, TMC Ops and TMC Business Services. TMC Arts, The Music Center's programming engine, provides year-round programming inside The Music Center's four theatres, which include Walt Disney Concert Hall, Dorothy Chandler Pavilion, Ahmanson Theatre and Mark Taper Forum; on Jerry Moss Plaza; outside at Gloria Molina Grand Park, a 12-acre adjacent green space; in schools and neighborhoods all over Los Angeles County; and on a digital platform called The Music Center Offstage. TMC Arts presents world-class dance with Glorja Kaufman Presents Dance at The Music Center, free and low-cost public concerts and events, as well as K–12 arts learning programs, workshops, performances, interactive experiences and special events. TMC Ops manages the theatres, the plaza and Grand Park, which comprise \$2 billion in county assets, on behalf of the County of Los Angeles. TMC Business Services includes Advancement, Human Resources, Finance, Tech Services, and Marketing and Communications. The Music Center is also home to four renowned resident companies—Center Theatre Group, Los Angeles Master Chorale, LA Opera and LA Phil.

Position Summary:

Reporting to Senior Vice President (SVP) of Advancement, the Senior Director of Advancement Services designs and implements a comprehensive Advancement Services plan to maximize the effectiveness of fundraising at The Music Center. The Senior Director will be responsible for conceptualization, planning, implementation, and evaluation of four key areas: 1) donor/prospect database and hard files management; 2) prospect research and donor portfolio management; 3) gift processing, acknowledgements, donor recognition; and 4) advancement department budget and income goal development and tracking. The Senior Director is a senior staff advisor to the SVP and supervises a team of five advancement services professionals.

Key Responsibilities:

Management of Advancement Services Function (10%)

- Create, with input and partnership from key stakeholders, implement, and evaluate a multi-year plan for optimizing the effectiveness of the Advancement Services function.
- Lead the Advancement Services team in meeting their annual goals. Conduct annual performance evaluation of direct reports.

- Establish strong working partnerships throughout The Music Center, forging and managing collaborative working relationships at all levels.
- Oversee onboarding of new Advancement staff to ensure their training in use of database, gift acceptance and acknowledgement policies and procedures, and budget tracking.

Donor/Prospect Database and Hard Files Management (50%)

- Oversee Tessitura database of donors, prospects, and other relevant constituents regarding gifts and pledges, correspondence, biographical information, research, and relationships, with the goal of providing current, consistent and accurate data.
- Develop and manage the donor database usage guidelines and train Advancement staff to ensure protocols for entering, maintaining information, and creating queries are followed.
- Assess and recommend action on opportunities for improving data integrity and CRM function, including data cleanup projects and assessing potential software upgrades. Plan, lead and implement projects of this type.
- Serve as the primary liaison for The Music Center with the Tessitura consortium.

Prospect Research and Donor Portfolios (10%)

- Plan and oversee implementation of portfolio management programs that include measurable targets for each fiscal year and track the performance of gift officers.
- Drive the moves management process in collaboration with the SVP and AVPs to ensure regular reviews and assessments of current prospects.
- Design dashboard for gift officers and run statistical, financial, and constituent reports as needed.

Gift Processing, Acknowledgements, Donor Recognition (15%)

- Responsible for creating, vetting, and ensuring placement of accurate donor credit lines and donor acknowledgement lists for a variety of formats and for various uses.
- Working with frontline fundraisers, facilities staff and communication staff, plans and implements fabrication of donor signage and naming projects including inscriptions and physical signage, as well as ensuring program and positional naming is fulfilled online and print materials.
- Oversees acceptance and acknowledgement processes for in-kind donations.
- Assess and update The Music Center's gift acceptance policies in collaboration with Finance to ensure appropriate compliance and alignment with giving trends, tax law, and other relevant considerations.
- Assess and update The Music Center's giving vehicles in collaboration with Finance to ensure fundraisers have accurate and timely information.
- Oversee the gifts acknowledgement process and tracking including tax receipts and acknowledgement letters.

- Oversee regular updating and maintenance of the development pages on The Music Center website and ensure that giving mechanisms are maintained on the website and social media.
- Assess training needs and approaches for data and technology systems; partner with the advancement staff to improve and standardize procedures and processes.

Expense Budget Development and Income Tracking (15%)

- Facilitate advancement staff work in developing expense and income projections. Track expenditures and progress toward income goals throughout the year. Implement a system of monthly reporting on projections vs actuals for both income and expenses.
- Deliver Advancement yearly budget and mid-year income and expense projections as needed to the Finance office.
- Prudently manage resources.
- Serve as Advancement's liaison to Finance and Technology Services.

Qualifications:

- Bachelor's Degree or equivalent educational/professional experience
- Minimum of five years of progressively responsible experience in the advancement services field.
- Experience as a supervisor and team lead in developing effective multi-year plans, a high functioning staff, and a culture of collaboration and problem-solving.
- Experience, preferably at a database administrator level, creating and implementing plans for data input, usage, and clean up with Tessitura or other donor focused CRM.
- Commitment to highest level of accuracy and ethics in researching, storing, and reporting donor and prospect data.
- Superior organizational skills, ability to multi-task and to effectively present complex information and respond to questions from people throughout the organization.
- Excellent analytical, planning, diagnostic, and supervisory skills, with reliably sound judgment, self-direction, attention to detail, and high energy.
- Action-oriented, entrepreneurial, collaborative, and visionary approach to organizational management preferred.
- Experience managing a team to achieve results across a diverse portfolio of responsibilities.
- Strong listening, writing, and speaking skills.
- Genuine interest in The Music Center's mission and commitment to the arts.
- Ability to work holidays, nights, and weekends as needed.

Vaccination Policy: The Music Center requires its employees to be vaccinated against COVID-19, subject to certain exemptions as required by law. New hires working at The Music Center must be fully vaccinated against COVID-19, receiving either the primary 2-dose or 1-dose

vaccine. At the Music Center, fully vaccinated is defined as 14 days after receiving the second dose of the 2-dose vaccine (Pfizer or Moderna) or 14 days after receiving the 1-dose vaccine (J&J). Please contact The Music Center's Human Resources Department for a copy of the vaccination policy.

Salary: The salary range for this position is \$150,000 – \$162,000 a year. This is a full-time, exempt position. Compensation package includes medical, dental and vision plans, group term life insurance, flexible spending accounts, vacation and sick accruals, and 401(k) plan with employer match.

The weekly administrative schedule is 35 hours per week, approximately 9 am – 5 pm Monday to Friday, with adjustments to accommodate special events and activities. Currently, The Music Center practices a hybrid (remote with scheduled onsite team days) weekly schedule and work onsite/in person for live events, which may require on-site support. This scenario may change and is also subject to the responsibilities of the position.

To apply, please click [here](#).

Please submit a cover letter and resume. Incomplete submissions will not be considered.

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