



Coordinator, Annual Programs

As the Coordinator, Annual Programs, you will play a vital role in the Canadian Opera Company's (COC) fundraising efforts. Collaborating with the Annual Programs team, you will support the development, cultivation, and stewardship of individual donors across a number of different membership programs, from our Golden Circle and President's Council to the broad-based Friends of the COC and young patron Vox communities. Working alongside an engaged and resourceful team, you will be responsible for providing excellent donor communications, servicing, and benefit fulfillment for these donors, as well as administration related to fundraising, gift processing, and maintenance of membership records.

You are organized, detail-oriented, collaborative, and enthusiastic about supporting a broad range of activities and events that demonstrate and celebrate the impact of our annual members. You have past experience in a customer service or fundraising environment and are comfortable interacting with donors, providing administrative support, and managing details of a confidential and financial nature.

Actual salary range for this position is between \$40K-\$45K to commensurate based on experience.

KEY RESPONSIBILITIES

Donor Servicing & Benefit Fulfillment

- Answer dedicated member phone line and email; accept membership and general donations; process ticket exchanges, subscription and single ticket purchases; provide excellent customer service and stewardship for Vox, Friends, President's Council, and Golden Circle members
- Work alongside the Annual Programs team to fulfill membership benefits (such as booking donor event tickets and reserved parking)
- Attend events and performances as necessary
- Track and maintain Annual Programs member recognition and program listings in the COC's CRM (Tessitura)
- Support engagement programming for members along with the Annual Programs team and the Senior Manager, Donor Relations & Stewardship
- Coordinate Vox membership programming which includes managing communications and benefits, and facilitating engagement opportunities hosted at the COC and with external partners.
- Maintain event and performance attendance records
- Facilitate administration of on-site donor benefits, such as ticket pickups, and reserved seating

Communications

- Coordinate the annual Vox, Friends, President's Council, and Golden Circle renewal and fulfillment letter process in collaboration with the Senior Manager, Annual Programs

- Passionately communicate membership value and benefits to current and prospective members via email communications, online, and through donor phone line inquiries
- Provide support for donor prospecting campaigns
- Manage administrative communications, such as gift follow-up and credit card processing error communications for members

Administration

- Coordinate donation coding and work with the Advancement Operations Officer to ensure timely processing and tax receipting and fulfillment for all Annual Programs donations
- Review individual donor membership records to ensure accuracy in the COC's CRM database (Tessitura)
- Provide general administrative support to the Annual Programs and Events & Engagement teams
- Manage third-party donations, ensuring the timely and accurate coding and fulfillment of gifts made to the Canadian Opera Company from public third-party foundations, such as Benevity Causes, CanadaHelps, United Way, Link Charity, etc.
- Assist in coordinating the repledging process for monthly giving members
- Work closely with the Development Officer, Pipeline & Prospect Management, and Manager, Audience Insights to track donor information and ensure ongoing database record hygiene, integrity, and accuracy

Requirements

- Bachelor's Degree (preferred) and previous experience in customer service, development, and fundraising an asset
- The ability to work in a fast-paced environment, where attention to detail and organizational skills are paramount
- Excellent customer service skills and attitude
- Ability to interact with donors, volunteers, staff, and the general public in an efficient yet tactful manner
- Ability to handle multiple tasks, projects, and priorities effectively and professionally
- Creative thinker, with an ability to problem solve with diplomacy and tact
- Proficiency in Office Suite including word processing for mail merges, spreadsheets and database/information management
- Experience with the Tessitura database or another CRM an asset
- Consideration given to previous experience in arts or not-for-profit work environments, and an appreciation of opera as a cultural art form
- Independent self-starter with high initiative
- Able to respect and maintain a high degree of confidentiality
- Able to work evenings and weekends throughout the year, as required

This is a full-time position with benefits.

ABOUT THE CANADIAN OPERA COMPANY

Based in Toronto, the Canadian Opera Company is the largest producer of opera in Canada and one of the largest in North America. General Director Perryn Leech joined the company in 2021, forming a leadership team with Music Director Johannes Debus and Deputy General Director Christie Darville. The COC enjoys a loyal audience, including a dedicated base of subscribers, and has an

international reputation for artistic excellence and creative innovation. Its diverse repertoire includes new commissions and productions as well as local and international collaborations with leading opera companies and festivals and attracts the world's foremost Canadian and international artists. The COC Academy is an incubator for the future of the art form, nurturing Canada's new wave of opera creators with customized training and support. The COC performs in its own opera house, the Four Seasons Centre for the Performing Arts, hailed internationally as one of the finest in the world. For more information, visit coc.ca.

APPLICATION PROCESS

Interested persons are invited to submit their resume and cover letter, stating salary expectations, no later than **November 20, 2023** to: Applications@coc.ca

Please include in the Subject line: "Coordinator, Annual Programs posting" and your first and last name.

As Canada's largest opera company, the COC deeply values equity and diversity across all levels of the organization and believes in fostering an inclusive, discrimination-free environment that fully supports our team's personal and collective success. We are committed to building a workforce that reflects our community, our city, and our country and, in turn, the COC welcomes applicants from all backgrounds and abilities who share and embrace these values.

The COC is committed to providing accommodations for people with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) in all parts of the hiring process. If you require an accommodation, please let us know and we will work with you to meet your needs.

The Canadian Opera Company thanks all applicants in advance, however, only those considered for an interview will be contacted. No phone calls or agencies please.