

Donor Services Manager

Salary: \$55,000 annually

Come work with us at Houston Ballet!

Join a leading nonprofit arts organization that's redefining what ballet can be. We're committed to inspiring a lasting love of dance through nationally recognized bold performances, new choreography, and education programs. At Houston Ballet, your creativity meets purpose—and your passion takes center stage. Whether on stage or behind the scenes, every role here contributes to something bigger.

✦ *Your Passion. Our Stage.*

Visit: www.houstonballet.org for more information.

***** For full consideration, please be sure to combine your resume and cover letter into one document to upload when you apply.**

Summary:

Houston Ballet seeks a customer-focused and detail-oriented Donor Services professional to help cultivate meaningful relationships with our supporters and enhance the donor experience. This role serves as a key liaison between Houston Ballet and its donors, ensuring contributors feel valued, informed, and connected to our artistic mission. Responsibilities include processing and acknowledging ticket exchanges, charitable contributions, managing donor records, fulfilling donor benefits, coordinating recognition opportunities, and providing exceptional service to patrons and supporters. The ideal candidate combines strong administrative and database management skills with a passion for the performing arts, helping to strengthen donor retention, support fundraising efforts, and foster a culture of philanthropy that advances Houston Ballet's artistic excellence and community impact.

****Please note: This position requires some work time outside the normal business hours.***

Summary: Reporting to the Director, Donor Services, the Donor Services Manager is responsible for ensuring excellent service and stewardship of our donors.

Essential Duties and Responsibilities:

Include the following. Other duties may be assigned;

- Collaborate across the organization to seamlessly coordinate all ticket exchanges, valet passes, and other benefits designed to enhance our donors' performance experience
- Keep accurate and timely records in Tessitura related to donor giving and activities
- Manage and fulfill requests for auction items from Trustees, donors, and community partners
- Coordinate the submission of invoices and monitor expenses to support budget management and financial accuracy.
- Supports recognition of donor birthdays and ensures supply of donor gifts.
- Provide event support, such as staffing and set up
- Participate in special projects or production fundraising as needed
- Manage department-wide performance staff schedule
- Operate as an integral member of the Development Department

- Other duties as assigned

Qualifications:

Minimum *REQUIRED* Qualifications:

- Bachelor's degree or higher degree required
- Minimum of three years of professional development experience in a non-profit setting
- Excellent verbal, written, and interpersonal communication skills
- Attention to detail, excellent follow-through skills, and demonstrated ability to work in a fast-paced environment
- A respect for confidentiality and professionalism
- Ability to manage multiple tasks, prioritize work and be able to meet tight deadlines
- Exceptional computer skills, including prior database, Word, and Excel experience

Preferred *ADDITIONAL* Qualifications:

- Prior dance experience or knowledge is helpful.
- Tessitura database experience a significant plus.

Benefits

Houston Ballet presents an enticing benefits package for eligible full-time employees, including:

- Healthcare Benefits: Embrace our comprehensive coverage for medical, dental, and vision care. Choose from plans with low-cost or zero monthly premiums, complemented by provisions for paid life and AD&D insurance, and versatile spending accounts.
- Retirement Plan: Secure your future through our 403(b) plan, bolstered by a substantial 5% annual contribution from Houston Ballet, empowering you to save and thrive.
- Paid Time Off: Embrace a healthy work-life balance with 3 weeks of paid vacation, 10 paid sick days, and 10 paid holidays. Paid parental leave is also available to support your personal milestones.
- Professional Development: Fuel your career ambition with access to online training and professional growth resources specific to arts management, empowering you to advance your career on your terms.
- Discounts and Perks: Immerse yourself in the vibrant Houston performing arts scene with discounted and complimentary tickets to captivating ballet performances and other Houston theater district venues. Enjoy exclusive partnerships with local businesses and eateries for unforgettable experiences.
- Wellness Programs: Prioritize your well-being with access to our on-site gym and counseling services through our employee assistance plan, providing comprehensive support for your physical and mental wellness.

Inclusion, Diversity, Equity and Access Statement

Houston Ballet is dedicated to creating meaningful change by cultivating a space that honors what is unique in all of us. Inclusion, Diversity, Equity, and Access (IDEA) are instrumental in the fulfillment of our mission and values. We recognize our responsibility to be an inclusive and open organization for students, artists, staff, trustees, and volunteers of all backgrounds.

We are an Equal Opportunity Employer. We provide equal employment opportunities to all applicants without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Join us, together we are Houston Ballet.

Core Values

Our shared values are essential to our success as a world-class ballet company and academy. These values guide our decisions and behaviors and shape our culture.

- **EXCELLENCE**: We are passionate about results. Our programs are recognized and awarded for excellence. We are committed to delivering quality programs at the highest standard. Work in all departments matches the caliber of the programming on stage.
- **ENGAGED**: We are proud to be a part of a company that produces art and trains artists. We attend performances and are tremendous advocates for the education and community engagement programs we offer. We are all in and well-versed in the mission of Houston Ballet.
- **DRIVEN**: We are driven to take goals and run with them. We are excited to deliver results beyond expectations. We are accountable for our actions and work. We reinvent Standard Operations Procedures, leaving our jobs better than we found them. Much of our work product becomes the standard for individuals who will fill our roles in the years to come.
- **COLLABORATIVE**: We unite around Houston Ballets mission and support each other in reaching goals. We share information widely and generously and treat our team members, customers, and patrons with respect and sensitivity. We embrace inclusion, diversity, equity, and access. We recognize our responsibility to be an open, welcoming, and anti-racist organization where students, artists, staff, trustees, and volunteers of all backgrounds collaboratively learn, work and serve. We nurture the growth and understanding of how each of us fits into the larger picture and we celebrate organizational achievements.
- **PATRON-CENTERED**: Our patrons (subscribers/supporters/donors/stakeholders) are at the center of all we do and are at the top of our minds in our decisions and actions. Our patrons are delighted by the excellent customer service they receive at every interaction at Houston Ballet.