Position Summary

We are seeking an experienced Tessitura/CRM specialist who can help Festival staff maximize the strategic use of our Tessitura family of applications within a consortium setting, while also performing specific ongoing data management duties in support of our development and marketing efforts.

Principal Duties and Responsibilities

Database Maximization and Integrity (65%)

- Improve procedures and processes relating to database management that will ensure data integrity is maintained and reports are generated accurately.
- Oversee data capture to proactively enable reporting and inform analysis for marketing, fundraising, education programs, and community engagement activities.
- Identify performance gaps and emerging opportunities; address user needs and issues.
- Provide decision-making support for management utilizing Tessitura and T-Stats; supply reports and analysis of patron, donor and participation trends as requested by colleagues.
- Provide Tessitura functionality expertise and support to application users in the design and execution of Lists, Extractions, Output Sets, CSIs, data imports/exports, and Tessitura Dashboard analytics.
- Serve as liaison between internal stakeholder groups to ensure best-practice outcomes for all using Tessitura.
- Support all Tessitura users, including new hires, with guidance and training in best practices, in close collaboration with consortium system administrator.
- Assist as needed with e-marketing functionality and data capture using Tessitura and Mail2 (email and survey deployment utility).
- Work with webmaster and Festival staff as needed to support and maintain transactional integrations between the Festival’s website/Web API (using TNEW functionality) and the Tessitura database.
- Monitor constituent records for completeness, correct spelling, address information, contact restrictions and appropriate control-grouping and de-duping, etc. to ensure data integrity.
- Collaborate with colleagues and consortium partners in documenting processes and procedures to ensure data security and integrity, sensitive handling of confidential information, and consistency of application use across the organization and consortium.
- Assist as needed with departmental projects such as season setup and configuration, campaigns/appeals planning and setup, event setup and administration, advanced data extractions, and financial reconciliations/annual audit.
- Provide data for grant reports and applications as requested.
Gift Entry and Acknowledgments (35%)

- Process, track, report and acknowledge gifts, event registrations, and adjustments in an accurate and timely fashion.
- Manage recurring gift and pledge fulfillment.
- Monitor matching gift program.
- Maintain internal electronic and paper files of gift information, bank deposits and donor correspondence.
- Capture address updates and all other self-reported donor information.

Knowledge and Skills

- A minimum of 3 years’ previous experience with progressive responsibilities as an advanced Tessitura database system user is required.
- Demonstrated analytical skills, particularly around customer and donor databases and CRM, are required.
- Experience with Microsoft Office (Outlook, Word and Excel) is required.
- Experience with digital communication (email, survey) software and e-commerce/CRM integration is preferred.
- SQL Server experience is a plus.
- Ability to communicate orally and through documentation with non-technical professionals is required.
- Time-management skills and strict attention to detail are essential.
- An interest in music and the performing arts is desirable.

Work Conditions

- Must be comfortable sitting for long periods of time.
- Requires operation of a computer, keyboard, mouse, and other office equipment including telephone, voicemail, copier/printer, postage meter and fax on a daily basis.
- Full-time position with benefits, Monday through Friday, 9 a.m. to 5 p.m. with 1-hour unpaid meal break.
- May require working occasional evenings or weekends.

Please Note: This job description is not written to provide an all-inclusive listing of responsibilities and related activities. Job duties and assignments may change at any time with or without prior notice.

About the Santa Fe Chamber Music Festival

Now in its 44th year, the internationally acclaimed Santa Fe Chamber Music Festival presents 45 chamber music concerts performed by over 80 world-renowned artists during its six-week summer season for an audience of 16,000 hailing from all 50 states and abroad. The Festival consistently explores the breadth and depth of chamber music by presenting not only chamber music repertoire of the classical and romantic eras, but also baroque, world music, and contemporary music, with a deep commitment to the commissioning and performance of new chamber works. Its year-round music education programs serve more than 5,000 children annually.