



Job Description

Job Title: **Development Manager**
Department: Development
Reports To: VP of Development
FLSA Status: Exempt, salary

About the Tobin Center for the Performing Arts

The Tobin Center is San Antonio's premier cultural arts center, dedicated to driving meaningful community change through world-class entertainment, supporting local performing arts, and ensuring accessible arts education. Our state-of-the-art facilities attract diverse audiences with stunning architecture, exceptional acoustics, and a flexible 1,750-seat H-E-B Performance Hall, a 259-seat Carlos Alvarez Studio Theater, and the scenic Will Naylor Smith River Walk Plaza. Beyond our main venues, our campus includes an Administration Building, the Tobin Garage and the "Shirt Factory Building". We also operate Tobin Entertainment LLC, which promotes quality entertainment nationwide, generating vital support for our local programs.

Our Culture

At The Tobin Center, we aspire to be an organization with a **culture of excellence** that attracts and retains the best in the business. Our success is only possible because of our people—a team of passionate professionals dedicated to making a positive impact on our community.

We are committed to creating a **supportive workplace with open communication** where all are treated with dignity and respect, and all voices are heard. **Innovation and collaboration** are at the heart of how we work, driving success through shared ideas and clarity of purpose. We encourage **personal and professional growth** in an eclectic and inclusive workplace that values hard work, initiative, and fun. We assume the best in one another, **cultivating trust and inclusiveness** as we grow together. We embrace a culture of **challenging the status quo**, empowering our people to take risks to achieve our mission.

The Opportunity

Working collaboratively with the development team, the Development Manager oversees the membership program and all related member events, facilitates annual donor appreciation and prospect events, leads the internal coordination of the Tobin's annual benefit concert, serves as the liaison between marketing and development, and manages the Tobin Ambassadors volunteer program. The Development Manager reports to the VP of Development.

What You'll Do

Membership Program

- Innovates strategy for program growth, identifying opportunities to elevate members to a higher level when appropriate.
- Manages annual membership program including program growth, correspondence, and benefit deliverables.
- Sends Membership renewal emails and makes renewal phone calls as needed.
- Serves as point of contact for all membership inquiries and provides direct support to members.
- Notes pertinent donor data and runs membership reports
- Maintains and monitors personal Moves Management profile and assists with related efforts.
- Coordinates with Marketing to update content on Tobin membership webpage.
- Works with Marketing on creation and updating of membership materials.
- Coordinates with Marketing to request social media posts for membership events and other development needs.

Development Events

- Plans and executes at least eight (8) annual events for members, donors, and prospects
- Handles day-to-day administration of events and programs, including entering and updating event logistics in Venue Ops, vendor monitoring and coordination, RSVP tracking and check-in processes, and issue resolution as needed
- Keeps event plans under budget, on schedule, and maintains accurate records of all expenditures
- Develops content for event materials and works with Marketing to produce event collateral
- Works with Marketing to promote events via email and mail communications, all social media platforms, and marketing platforms (Mailchimp), and ensures the proper execution of all sponsorship deliverables.
- Assists with The Tobin Center's annual Benefit Concert.
 - Enters and updates event logistics in Venue Ops
 - Assists in tracking invitees, sponsors, and benefit fulfillment
 - Coordinates with development team to assign concert and dinner seating
 - Leads guest check-in and registration experience
 - Assists in the silent and live auction coordination before, during and after the Benefit Concert

Other

- Manages Volunteer Ambassador program.
- Participates in weekly meetings, including Development team meetings and Production meetings.

- Sends Development webpage updates to Marketing. Liaison between the Development and Marketing departments.
- Manages MailChimp communication with members and donors.
- Assist the VIP concierge as needed to respond to questions and provide excellent frontline service. VIPs include box holders, the Board of Directors, and \$2,500+ members.
- Provides CEO & VP of Development research materials on prospects
- Attends evening and weekend events as needed.
- Assists with other Development projects as requested.

What You'll Bring

The requirements listed below represent the knowledge and skills required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

A Bachelor's degree from a four-year college or university. An organized, collaborative, creative thinker with a minimum of two years of development experience with an emphasis on event coordination.

Competency

To perform the job successfully, an individual should demonstrate the following competencies:

1. **Customer Focus** - Incumbent's interaction with internal and external constituents requires an ability to anticipate and meet needs quickly and accurately. Outstanding customer service, both in person and on the phone, is essential. The ability to work under pressure and with frequent interruptions is critical. Ability to manage difficult and/or emotional customer situations and resolving customer issues quickly and thoughtfully to ensure the highest level of customer service and satisfaction.
2. **Representation of The Tobin Center** – Contributes to and promotes a positive image of The Tobin Center throughout all areas of responsibility.
3. **Job Knowledge** – Understands the duties, methods and procedures required by the job. An understanding of donor-centered relationship building is essential.
4. **Confidentiality** – Independent judgment and initiative must be frequently exercised. Because of the nature of the interaction and transactions, a high level of discretion is required concerning donor information.
5. **Teamwork** – Ability to interact and develop relationships with co-workers; give and receive constructive input; contribute ideas and viewpoints; adapt to changing circumstances and expectations; understand and remedy interpersonal conflicts.
6. **Communication** – Commitment to employing and promoting effective written/verbal communications with staff, patrons, and external constituents.

7. **Management of Resources** – Ability to use time, money, technology and people efficiently and effectively. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
8. **Technical Knowledge** – Ability to demonstrate the specific skills required for fulfilling the essential duties and responsibilities of the position, using Microsoft Office, Tobin Center database and tools that are necessary to accomplish work.
9. **Dependability & Time Management** – Ability to multi-task and meet multiple deadlines in a timely fashion. Attendance & punctuality fall within standards. Takes responsibility for actions and accepts responsibility for mistakes. Follows through on assignments despite setbacks, shifting priorities when necessary.
10. **Initiative** – Demonstrates willingness to increase job knowledge and improve performance.

Work Environment and Physical / Mental Activities, Requirements and Demands commonly associated with the performance and functions of this position.

- Climate controlled office environment; Minimal exposure to inclement weather. Regular work hours that can include evenings and weekends. Exposure to computer screens.
- Ability to operate assigned office equipment and to adhere to all safety guidelines.
- Standing, walking, sitting for prolonged periods of time, reaching, stooping, bending, kneeling, navigating stairs, hand and finger dexterity, clear speech, hearing / listening.
- Clarity of vision with the ability to bring objects into sharp focus, color perception.
- Intense concentration over extended periods of time that can include frequent interruptions for questions and advice. Stress associated with competing priorities and time deadlines is occasionally an element of this position which must be recognized and successfully managed.
- Ability to lift up to 30 pounds.
- Ability to maintain confidentiality and discretion.

Machines, Tools, Equipment and Work Aids: Representative but not all inclusive of those commonly associated with this position are computer, printer, copier, and telephone.

Communication:

An Application for Employment must be filled out in order to be considered for employment. The Tobin Center Application may be found at www.tobincenter.org under the Employment tab. Please send an availability schedule and resume in addition to your application.

Mail Application to The Tobin Center Administrative Offices at:
115 Auditorium Circle
San Antonio, TX 78205
Attn: LuAnn Stidham

Or email to: LuAnn.Stidham@tobincenter.org