

POSITION TITLE:	Advancement Operations Associate
REPORTS TO:	Director of Advancement Operations
WORK SCHEDULE:	Ex.: Full time/40 hours a week – Monday to Friday; some evenings and weekends required.
WORK LOCATION:	Los Angeles / This is a frontline position requiring a minimum of 3 on-site days per week. On-site presence may increase based on team needs and is at the discretion of the supervisor.
STATUS:	Non-Exempt
COMPENSATION:	\$23.08–\$25.72/hour (\$48,006.40–\$53,497.60 annualized)
BENEFITS STATUS:	Eligible
DEPARTMENT:	Institutional Advancement

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation's most influential non-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum and the Kirk Douglas Theatre. Whether it's producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where the values of diversity, equity, access and inclusion are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences to ensure that everyone has access to our work onstage, behind the scenes and in the community.

POSITION SUMMARY

Center Theatre Group seeks an **Advancement Operations Associate** to support the Advancement Operations team in delivering timely, accurate, and mission-aligned fundraising services. This position plays a key role in donor stewardship and data integrity while providing tactical and administrative support across gift processing, email marketing, benefit fulfillment, and donor engagement. The role is hands-on and collaborative, with touchpoints across the Institutional Advancement department, and requires a high level of accuracy, discretion, and initiative

PRIMARY RESPONSIBILITIES

- **Own and execute recurring gift acknowledgment processes**, including print and digital communications using Tessitura, Excel, Word, and WordFly.
- **Maintain acknowledgment schedules and content accuracy**, working collaboratively with Marketing, Artistic, and other internal stakeholders.

- Maintain the Advancement Operations calendar and key deadlines, in partnership with the Director of Advancement Operations, to ensure organization-wide visibility.
- Coordinate stewardship mailings including welcome packets, tax receipts, donor acknowledgments, and campaign updates to ensure timely, meaningful engagement aligned with donor journeys.
- Manage monthly donor renewals by generating and reviewing renewal lists in collaboration with the Director of Advancement Operations (source codes, appeals, Tessitura booking) and the Assistant Director, Research & Strategy (portfolio alignment). Prepare segmented communications and track outcomes to drive donor retention.
- Oversee donor recognition listings (print, digital, signage) and maintain donor records.
- Utilize and maintain Air table bases for tracking stewardship activities, mailing schedules, donor listings, event data, and workflow progress.
- Support special stewardship moments, including condolences, congratulations, and tailored acknowledgments, often in coordination with leadership and frontline fundraisers.
- Track donor benefit fulfillment in Tessitura and ensure timely, accurate updates.
- Deploy and QA donor communications and event invitations using WordFly or similar platforms, ensuring alignment with segmentation strategies.
- Collaborate on Tessitura data maintenance, including analysis, stewardship dashboard review, and improvements to historical queries and recurring reports.
- Prepare and coordinate fundraising appeals and renewals, supporting segmentation, personalization, and timing of outreach.
- Plan and execute special stewardship initiatives, such as Affiliate Cast Dinners and Season Production Seat Gifts, from start to finish.
- Manage stewardship-related procurement and inventory, including materials ordering and supporting the Director of Advancement Operations with tracking budgets and invoices.
- Serve as backup gift processor during peak periods, ensuring the accurate and timely entry of gifts, pledges, and payments.
- Generate end-of-year giving summaries or duplicate tax acknowledgments, typically in response to donor requests.
- Update donor records in Tessitura for deceased or divorced individuals, ensuring proper household status and ticket/subscription transfers when applicable.
- Support donor events and activities, including on-site setup and coordination; some evenings and weekends required.
- Manage returned donor mail and related follow-up, including updating records and reissuing materials.
- Oversee distribution of parking validations for Friends-level benefits, ensuring timely and accurate fulfillment.
- Contribute to special projects and process improvements as assigned and as capacity allows, supporting the success of Advancement Operations and Institutional Advancement overall.
- Demonstrate an ongoing commitment to CTG's equity, diversity and inclusion initiatives and values and demonstrate an ongoing commitment to an anti-racist work culture.
- Other duties or projects as assigned.

Center Theatre Group provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties.

QUALIFICATIONS

- Prior nonprofit fundraising, marketing, or operations experience required.
- Experience working in a CRM environment, such as Tessitura or Raiser's Edge.
- Strong proficiency in Microsoft Office, especially Excel (mail merges, formatting, basic formulas).
- Familiarity with email marketing platforms (WordFly, MailChimp, Constant Contact).
- Highly organized and detail-oriented with strong follow-through. Basic project management experience a plus (Air Table).
- Proven ability to balance multiple deadlines and prioritize tasks.
- Basic design/photo editing experience a plus (e.g., Canva, Photoshop).
- Basic project management experience a plus (Air Table)
- Excellent written and verbal communication skills.
- A collaborative, team-oriented approach with a commitment to discretion, professionalism, and service.

MINIMUM REQUIREMENTS

- Ability to sit, type and work at a computer for extended periods of time.
- Ability to lift, carry up to 25 pounds.
- Willingness and ability to work 40 hours per week. Flexibility to work overtime as needed.

All employees are required to pass a background check.

To ensure a safe and healthy workplace, CTG recommends that all employees stay current with COVID-19 vaccinations and boosters.

COMPENSATION

CTG offers a comprehensive compensation and benefits package including retirement plan options, escalating paid vacation, sick, personal days and holidays, and health benefits including medical, dental, vision, life and long-term disability insurance, flexible spending accounts and employee assistance program.

HOW TO APPLY

Tell us why you are the ideal person for this job.

Please send your resume and cover letter along with salary desired to ADVANCEMENTJOBS@CTGLA.ORG. **Please be sure to include the position title in the subject line of the email.** Due to the heavy volume of resumes received, emails that do not include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance. We support, promote, and embrace a diverse workforce.