



DEVELOPMENT & OPERATIONS MANAGER

JOB TITLE: Development & Operations Manager
FLSA STATUS: Full-time, Exempt
REPORTS TO: Director of Development

Overview: Santa Rosa Symphony is one of the Bay Area's leading nonprofit performing arts organizations. With a \$6 million operating budget, the Symphony – Resident Orchestra of Sonoma State University's Green Music Center – presents over 40 performances along with a robust portfolio of music education programs that inspire and engage 50,000+ people annually. The Symphony seeks a highly organized, skilled, and motivated professional to serve as the Development & Operations Manager. This pivotal role is responsible for executing the Symphony's fundraising strategies while providing exemplary day-to-day management of office operations. The ideal candidate will bridge the gap between donor engagement and administrative efficiency, ensuring the Development Department achieves its annual goals in support of the orchestra's artistic and educational missions. The Development & Operations Manager will report to the Director of Development and work closely with the Development Associate and entire administrative team.

Job Duties and Responsibilities:

Development

- Support Director of Development in the design, implementation, and management of annual donor cultivation, solicitation, and stewardship strategies.
- Manage portfolio of donors giving up to \$1,999, executing annual plans to retain current donors, acquire new donors, and increase overall contributed revenue this group provides.
- Assist the Director of Development in designing and implementing annual donor cultivation and stewardship strategies, and manage the fulfillment of annual fund benefits for donors at all levels, ensuring timely receipt and comprehensive use by donors.
- Prepare and distribute development reports and donor analytics, as requested.
- Utilize research tools to identify new potential donors as well as current donors for increased giving.
- Maintain donor recognition lists for the program book and website.
- Manage the Symphony's donor lounge during Classical Series concert weekends as well as the season-ending community party, and various donor cultivation and stewardship events.

Board of Directors and President & CEO

- Assist with organizing Board meetings, retreats, and luncheons (e.g. location, room set-up, costs, menu, and hand-out materials); notify Board members of same and maintain RSVP lists.
- Attend Board and Donor Relations Committee meetings.
- Update and distribute Board Manual as needed.
- Provide administrative support to the President & CEO with correspondence and other requests or projects, as needed.

Office Management

- Serve as first point of contact for incoming phone calls and public walk-ins.
- Manage office operations, including internal shared calendars, office supplies and equipment, mail distribution, and annual staff events, including retreats and parties.

- Perform other duties, as requested.

Other Responsibilities

- Demonstrate palpable affinity for the orchestra and a commitment to its mission and goals.
- Uphold and respect the confidentiality of donor and patron information obtained with all transactions.
- Maintain a positive demeanor during periods of stress and challenge.
- Adhere to all organizational policies and procedures.

Qualifications:

- 2+ years progressively responsible experience in non-profit administration, preferably in development within the performing arts sector.
- Bachelor's degree preferred.
- Friendly, responsive, attentive, and patron-centric demeanor in person, on the phone, and in written communications.
- Exceptional attention to detail, verbal, and written communication skills.
- Ability to work independently, solve problems, and manage time and projects.
- Strong computer skills, including familiarity with cloud-based platforms such as Microsoft 365, Slack, and Zoom.
- Experience with donor databases or CRM systems required; Salesforce or PatronManager experience preferred.
- Availability and willingness to work evenings and weekends throughout the year, as needed, for concerts, meetings, and other events.
- Valid driver license.

Working Conditions:

- Ability to sit or stand for prolonged periods of time.
- Ability to work on a computer in an office environment.
- Ability to lift and carry up to 20 pounds periodically.

Position:

The Development & Operational Manager is a full-time, exempt position based at the Symphony's office in Santa Rosa. The Symphony offers a hybrid work environment to its administrative employees. In addition to regular business hours Monday-Friday from 9:00am-5:00pm, some weekend and evening hours throughout the year will be required for performances, meetings, and other events.

Compensation:

Salary range for this position is \$72,000-\$77,000, depending on experience. Compensation package includes 100% employer-sponsored health, dental, and vision insurance, 401k plan with employer match, paid vacation, holidays, and sick leave.

To Apply:

Email cover letter and resume as a single PDF by Friday, July 31, 2026, to Enid Rickley-Myres, Director of Development, at erickley@srsymphony.org. Include job title in subject line. No phone calls, please.

The Santa Rosa Symphony is committed to providing equal opportunity for all persons employed or seeking employment with the Symphony. The Symphony will recruit, hire, retain, promote, and otherwise treat all employees and job applicants equally, without regard to race, color, religion, national origin, gender, age, physical or mental disability, marital status, medical condition, sexual orientation, veteran status, or any other basis prohibited by applicable law.

About Santa Rosa Symphony

Now in its 99th season, the Santa Rosa Symphony is one of the oldest symphony orchestras in the western states.

Located in Sonoma County's picturesque wine country, Santa Rosa, California has forged an identity as a place in love with classical music. Few cities in America of comparable size support a regional symphony orchestra so vital, dynamic, and innovative.

Santa Rosa Symphony is the resident orchestra performing in Weill Hall at Sonoma State University's Green Music Center. The 1,400-seat Weill Hall is magnificent and impressive, featuring beautiful views of the rolling hills. One of the most acoustically superb concert venues in the world, Weill Hall was designed to replicate the intimacy and acoustics of Vienna's Musikverein and Seiji Ozawa Hall at Tanglewood, where the Boston Symphony performs during the summer.

Santa Rosa Symphony is comprised of 81 virtuosic musicians and performs seven Classical Series concert sets in Weill Hall from October through May. Other programs that reach diverse local audiences include a Pops Series, a Snoopy Family Series, Free Concerts for Youth, a Symphony Uncorked summer series, and a series of small ensemble programs at the Brannan Center in Calistoga.

Francesco Lecce-Chong, our charismatic Music Director and Conductor, joined the organization in 2018 and is now in his eighth season. A Solti Foundation Award winner, the Boulder, Colorado native began conducting at the age of 16 and graduated from the Mannes College of Music and Curtis Institute of Music, where he studied with Otto-Werner Mueller. His captivating command at the podium draws rave reviews.

Widely recognized as one of the area's premier cultural institutions, the Santa Rosa Symphony is not only renowned for artistic excellence, but also acclaimed for our outstanding Institute for Music Education. Through ambitious community outreach, we nurture bright futures for 20,000+ youth annually. Music education programs include: six youth ensembles, an instructional summer music academy, in-school programs, and Free Concerts for Youth at Green Music Center.

The Santa Rosa Symphony Association is governed by a 36-member Board of Directors and run by a dedicated, professional staff. The Symphony is supported by active Emeritus Advisors, the Santa Rosa Symphony League, and countless other contributors: loyal and generous sponsors, donors, patrons, and volunteers. The Symphony is financially sound and has maintained a cash-positive position for more than two decades. The Santa Rosa Symphony is a member of the Association of California Symphony Orchestras and the League of American Orchestras. For more information, visit www.srsymphony.org.