

PAPER MILL PLAYHOUSE

Job Title: Development Assistant

Location: On-site, Millburn, NJ

Reports to: Director of Development

Status: Full-Time / Benefits Eligible / Exempt

Schedule: Some evenings and weekends required for events

Salary/Rate: \$42,000-\$45,000 per year

Position Overview

The Development Assistant is a key administrative support role in supporting Development Department's operations and ensuring a high-quality donor experience. Responsibilities include processing donations, managing acknowledgements, assisting with donor events, and providing support to fundraising and ticketing efforts.

The ideal candidate is organized, detail-oriented, and a clear communicator. They thrive in a fast-paced, team-oriented environment, demonstrate discretion when handling sensitive information, and are committed to delivering excellent service to Paper Mill Playhouse's supporters.

Key Responsibilities

- Serve as the first point of contact for donor inquiries by phone, email, and mail
- Process all types of donations over the phone and online, including checks, credit cards, stock gifts, ACH, and matching gifts using Tessitura
- Manage donor ticketing needs, including order processing and seating requests
- Maintain and update donor records in Tessitura, including notes, contact permissions, and gift history
- Generate and send acknowledgment letters for all gift types (individual, annual, corporate, foundation, and government)
- Assist with donor stewardship and cultivation events, such as the annual gala, golf tournament, and other events; occasionally represent the department at the in-house donor lounge
- Provide administrative support for the Development Department: schedule meetings, process mail and deliveries, prepare materials, take minutes, manage calendars, and track expenses
- Assist with sponsorship reporting and government applications, including Proof of Performance documentation
- Maintain office and event supplies as needed
- Uphold confidentiality and professionalism in handling donor and organizational information
- Perform other duties as assigned to support department goals

Qualifications and Experience

- 2+ years of administrative support and customer service experience; non-profit or arts experience preferred
- Experience using CRM databases (Tessitura preferred)
- Proficient in Microsoft Office Suite (Word, Excel, and PowerPoint); experience with mailings, mail merges, data management and advanced Excel functions is a plus
- Strong written and verbal communication skills; able to engage with donors, patrons and colleagues professionally
- Highly organized, detail-oriented, and able to manage multiple priorities and deadlines

- Quick learner who seeks clarification when needed, collaborates effectively, and remains composed under pressure
- Demonstrated ability to handle confidential information with discretion
- Strong work ethic and commitment to Paper Mill Playhouse's mission
- A commitment to equity, diversity, and inclusion with an ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggressions

Benefits

Competitive benefits package including medical, dental, vision, life, and AD&D insurance; paid time off; pre-tax flexible spending accounts; 403(b) matching contributions of up to 3% of salary; and access to various performances and educational events.

To Apply

Paper Mill Playhouse is committed to hiring high caliber individuals of diverse backgrounds. We strive to provide our staff with a nurturing and inclusive environment, equal for all employees and optimal for their success. Paper Mill celebrates diversity and believes it enriches our work environment and the work on our stage.

Send your resume and cover letter to **Recruiting@Papermill.org** with the subject line: *Development Assistant*. No phone calls, please

About Paper Mill Playhouse

Founded in 1934, Paper Mill Playhouse has been a cherished New Jersey arts institution for more than 80 years. Paper Mill brings new American Musical Theater to life, with a national reputation that continues to grow. Collaboration with other regional theaters and leading independent producers brings over 200,000 New Jersey audience members annually the best in musical theater, from celebrated revivals to groundbreaking new works. In 2016, Paper Mill received the Regional Theatre Tony award in recognition of its contribution to the national field, the industry's highest honor.

Paper Mill Playhouse facilities include a 1,150-seat theater with attendant backstage dressing rooms, offices, and production support areas; front-of-house lobbies with bars, concessions and restroom facilities; an 80-seat restaurant; a small house with two apartments; 2,500 square feet of education studios; three parking lots and grounds.

Our Mission

Paper Mill Playhouse entertains, inspires, and enriches lives. As the nation's premier musical theater, we foster a creative environment to advance the art form, educate students, develop future theater lovers, nurture inclusion, and provide access for all.

Paper Mill Playhouse is an **Equal Opportunity Employer** where the spirit of inclusion feeds into everything we do. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. We strive to create opportunities, access, resources, and rewards that are available to benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and veteran status.