

PAPER MILL PLAYHOUSE

Senior Development Officer, Individual Giving

Status: Full-Time/On-Site/Benefits Eligible/Exempt

Location: Paper Mill Playhouse (Millburn, NJ)

Reports to: Associate Director of Major Gifts

Position Overview

Reporting to the Associate Director of Major Gifts, the **Senior Development Officer, Individual Giving (SDO)** plays a key role in cultivating meaningful relationships with individual donors and expanding Paper Mill Playhouse's community of supporters. The SDO is responsible for managing, soliciting, and stewarding a portfolio of donor households and prospects, with a focus on growing annual support and strengthening the donor pipeline.

Working closely with the Associate Director of Major Gifts, the SDO oversees the full Annual Fund renewal process and helps design and execute multi-channel fundraising and stewardship campaigns. The ideal candidate brings strong communication and organizational skills, a collaborative spirit, and a genuine passion for engaging donors in Paper Mill's mission to entertain, inspire and enrich lives.

KEY RESPONSIBILITIES

Donor Portfolio + Relationship Management

- Manage a personal portfolio of approximately 150-200 donors and prospects annually.
- Execute all phases of the donor lifecycle—identification, cultivation, solicitation, and stewardship—to grow annual support and encourage donor upgrades.
- Serve as the primary point of contact for Annual Fund donors giving up to \$3,000, providing exceptional customer service and personalized communication.
- Conduct personalized outreach (phone, email, in-person) to renew, retain, and deepen donor relationships.

Annual Fund Strategy + Communications

- Oversee the full Annual Fund renewal process in partnership with the Associate Director of Major Gifts, ensuring timely and accurate solicitations, reminders, acknowledgments, and benefit fulfillment.
- Partner with the Associate Director of Major Gifts to plan and execute annual giving campaigns across direct mail, email, web, and social media channels.
- Collaborate with Marketing and Communications to craft donor-centered storytelling that reflects Paper Mill's mission and impact.
- Track and report on campaign performance, renewal rates, and donor engagement metrics to identify trends and opportunities for growth.

Donor Engagement + Pipeline Development

- Identify and cultivate new donor prospects from ticket buyers, education families, and other audience segments to expand the Annual Fund.
- Support and attend donor engagement and cultivation events including donor receptions, opening nights, backstage tours, and more.

- Collaborate with Development colleagues to ensure thoughtful handoffs and pipeline transitions between giving levels.
- Contribute ideas and feedback for evolving donor engagement strategies that enhance connection, retention, and satisfaction.

Operations + Administration

- Maintain accurate and timely donor records, activity notes, and gift tracking in Tessitura (CRM).
- Assist in preparing donor lists, reports, and segmented data for campaigns and appeals.
- Assist the Development Operations staff on gift entry, acknowledgments, and benefit delivery as needed.
- Contribute to the culture of philanthropy across the organization by fostering collaboration, shared accountability, and stewardship excellence.
- Participate actively in department meetings and contribute to a collaborative, mission-driven culture rooted in stewardship excellence.

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree or equivalent combination of education and relevant on-the-job experience; CFRE certification a plus.
- Minimum of 4–5 years of frontline fundraising experience, ideally in an arts, education, or cultural nonprofit setting.
- Proven ability to cultivate, solicit, and steward individual gifts, including experience managing donor pipelines and personal portfolios.
- Experience managing donor circles or giving societies is highly desirable.
- Excellent interpersonal, written, and verbal communication skills, with a strong commitment to donor stewardship and customer service.
- Experience with CRM systems (Tessitura preferred) and proficiency in Microsoft Office Suite.
- Strong organizational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced, results-oriented environment.
- Collaborative spirit with a passion for teamwork, creative problem solving, and mission-driven work.
- High level of professionalism and discretion in handling sensitive donor information.
- Demonstrated ability to work effectively, respectfully, and inclusively with individuals from diverse cultural, social, and professional backgrounds.
- Availability to work evenings and weekends as required for donor cultivation, performances, and events.
- Passion for theater and alignment with Paper Mill Playhouse's mission and values.

COMPENSATION

The salary for this position is \$70,000 - \$75,000, commensurate with experience. Paper Mill Playhouse offers a comprehensive benefits package that includes health, dental, vision, life and disability insurance; paid time off; a 403(b) retirement plan with a 3% employer match; a flexible spending account; and access to various performances, educational events, and professional development opportunities.

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.

To apply, please send a resume and cover letter describing how your experience makes you the right candidate for this position to Recruiting@PaperMill.org with subject line: **Senior Development Officer, Individual Giving**. 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; a NY Costume Shop; 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 and benefit everyone. *Paper Mill Playhouse* is committed to equal employment opportunity regardless of races, color, ethnicity, ancestry, religion, creed sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and Veteran status.