

PAPER MILL PLAYHOUSE

Job Title: Donor Database Administrator & Prospect Researcher

Location: On-site, Millburn, NJ

Reports to: Director of Development

Status: Full-Time, Temporary (On-site)

Term: Expected duration of approximately six months, with the possibility of extension based on organizational needs.

Start Date: As soon as possible

Compensation: \$33.65 per hour. This temporary position is not benefits-eligible except as required by law.

Position Overview

The Donor Database Administrator & Prospect Researcher role is an essential member of a dynamic development team responsible for raising more than \$5 million annually in support of Paper Mill Playhouse's mission and programs. This role manages and optimizes donor data systems, including Tessitura, iWave, Relationship Science, and OneCause (online/app auction system), while also leading prospect research efforts to support strategic fundraising initiatives.

This role is critical in maintaining data integrity, streamlining operations, and supporting fundraising success through technical oversight of donor systems and cross-departmental collaboration. The position serves as the internal Tessitura and Excel expert, ensuring accuracy in gift processing and acknowledgments, developing and enforcing database procedures, supporting administrative aspects of fundraising and donor events, and acting as a liaison between Development, Finance, and IT.

Responsibilities

Database Management & Gift Processing

- Ensure accuracy and timeliness in donor data, gift processing, acknowledgments, and related transactions
- Review and validate all gifts entered by the Development Assistant, ensuring completeness, accuracy, and adherence to procedures
- Maintain a thorough working knowledge of Tessitura gift entry and serve as backup for gift entry when needed
- Post and reconcile batches, ensuring financial and data integrity
- Monitor and maintain the cleanliness, consistency, and accuracy of donor data
- Research and resolve complex processing issues and document solutions

Tessitura Leadership, Systems & Training

- Serve as the primary Tessitura expert and resource for the Development team
- Build, run, and optimize reports, queries, and data outputs to support fundraising strategy
- Establish and streamline systems and protocols to create user-friendly, efficient processes that enhance fundraising operations
- Develop, implement, and enforce database procedures to ensure consistency and compliance
- Maintain comprehensive documentation and process manuals
- Train staff on Tessitura functionality, new features, and best practices

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- Manage system configurations, user permissions, and troubleshoot technical issues in coordination with IT and vendors

Prospect Research & Moves Management

- Identify and conduct research on new and existing donors using iWave, Relationship Science, and other tools
- Develop detailed donor and prospect profiles to guide cultivation and solicitation strategies
- Administer and maintain Moves Management systems, track engagement and next steps, and assist Development Officers in updating donor plans

Reporting, Analytics & Strategy Support

- Generate accurate and comprehensive fundraising reports, dashboards, and summaries
- Create and manage lists and queries for mailings, campaigns, and events
- Track and reconcile the development department budget and provide monthly reporting, working closely with the Director of Development and Finance Department as needed
- Analyze donor data, gift trends, and performance metrics to inform strategy
- Recommend process improvements to enhance efficiency and productivity

Collaboration & Financial Reconciliation

- Serve as liaison between Development and Finance to ensure accurate reconciliation of gifts and reporting
- Coordinate with internal departments to support system improvements and data needs
- Partner with the Director of IT to optimize Tessitura functionality, support system enhancements, and ensure the database meets organizational needs
- Support the timely and accurate issuance of donor acknowledgments and tax receipts, ensuring reports are accurate and available so acknowledgment letters can be sent within 24–48 hours of a gift

Team Support, Donor Engagement & Event Administration

- Provide guidance and support to staff utilizing Tessitura, including training and task coordination
- Support onboarding and professional development related to database use and procedures
- Provide administrative support for all donor and fundraising events, including pulling, creating, and updating invite lists, mailings, program listings, signage, and other lists as needed; tracking and reconciling event finances; managing auction databases; preparing and analyzing post event reporting and results; and completing other tasks as assigned
- Assist with logistics for donor and fundraising events
- Collect, track, catalog, and edit all gala journal content
- Support cultivation efforts by coordinating ticketing for donors and board members
- Engage with donors and board members at events as needed
- Perform other duties as assigned

Qualifications and Experience

- 2–3 years of database management or related experience required
- Bachelor's degree or equivalent combination of education and relevant experience preferred

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- Extensive experience with Tessitura is required
- Expertise in report building, batch processing, data integrity, and donor database management
- Experience with prospect research tools such as iWave and Relationship Science preferred
- Strong analytical skills with the ability to interpret and present data
- Advanced Microsoft Excel skills, including pivot tables and data analysis
- Exceptional attention to detail and commitment to data accuracy
- Strong organizational, problem-solving, and critical thinking skills
- Ability to manage multiple priorities and meet deadlines
- Ability to work independently and collaboratively
- Commitment to equity, diversity, and inclusion, with the ability to interact effectively with people of different cultures and socio-economic experiences, free from prejudice and aggression.
- Ability to work on-site in Millburn, NJ and support occasional evening and weekend events as needed

Additional qualifications:

- Alignment with Paper Mill Playhouse's mission and values.

To Apply

Paper Mill Playhouse is committed to hiring 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 both our work environment and the work on stage.

To apply, send a resume and cover letter describing how your experience makes you a strong fit for this position to Recruiting@PaperMill.org with the subject line: Donor.Database.Administrator.and.Prospect.Researcher. 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; 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.

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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 race, color, ethnicity, ancestry, religion, creed, sex, national origin, sexual orientation, age, citizenship status, marital status, disability, gender equity, gender expression, and veteran status.

At-Will Disclaimer

This position is at-will. Either the employee or Paper Mill Playhouse may terminate the employment relationship at any time, with or without cause or notice, in accordance with applicable law.