

CALGARY OPERA

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Donor Relations & Data Coordinator

The Donor Relations & Data Coordinator plays a key role in fundraising and philanthropic initiatives by providing exceptional giving experiences for donors, coordinating development operations, and serving as the team CRM and fundraising data lead in support of Calgary Opera's mission, now and in the future. This is a full-time role, based in Calgary, AB.

As a member of a four-person Development team, the Donor Relations & Data Coordinator reports to the Director of Development and works closely with individual and institutional giving team members. They also collaborate with team members from across the organization, including the Finance, Marketing, Communications & Audience Services, Operations & IT, and Learning & Engagement teams.

A Flexible, Audience-Centric Approach

Calgary Opera's most important work brings together audiences, donors, participants, and members of the public for events, performances, and programming. To do that well, most audience-serving activities are scheduled on weekday evenings, Saturdays, and Sundays. Generally, regular employees are expected to work an eight-hour day (8) for 40 hours per week. The Donor Relations & Data Coordinator has a unique set of responsibilities that requires a balance of administrative and audience-serving work. To manage these competing demands, we offer a flexible approach to when and where work happens. This includes:

- Start and end times that differ from 9 AM and 5 PM, respectively
- Swapping weekday work for weekend work
- Working from home or other remote location within Calgary and surrounding area with stable internet connection

Compensation & Benefits

- Annual salary based on expertise and experience, in the range of \$50,000 - \$52,000
- Generous paid time off (vacation, flex days, lieu time)
- Supplemental health & wellness benefits
- RRSP with employer match

Responsibilities

Donor Services & Operations

- Serve as primary contact for all philanthropic inquiries, development events, and giving programs
- Serve as the Development team's power user with Tessitura CRM:
 - Process all contributions, create and distribute timely tax receipts and acknowledgment letters, and compile accurate program listings
 - Represent Development team on cross-functional working group to optimize Tessitura CRM
 - Provide database management with a focus on data integrity, reporting, and analytics

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- Extract data, create lists, and build automations, custom reports, and dashboards
 - Support individual, corporate, and annual fund appeals, as well as capital campaigns, with data management and analysis
 - Integrate ongoing donor and prospect research with constituent records
 - Lead documentation efforts and training for all Development-related Tessitura configurations and processes
 - Collaborate with Individual Giving Officer to configure and support online and recurring giving
 - Support the Individual Giving Officer to distribute donor-related and audience-serving communications in Prospect2
 - Collaborate with team members across the organization to create and produce special events for cultivation, stewardship, and fundraising
 - Serve as point person for donor event logistics, and manage and process invoices and payments from/for event partner and other service providers

Organizational Stewardship and Strategy

- Support a culture of philanthropy at Calgary Opera, and using a donor-centric approach, help achieve annual and long-term fundraising goals, established in consultation with the Director of Development
- Work with team members from across the organization to optimize Tessitura CRM configuration, standardize records and processes, and improve reporting and documentation
- Collaborate with team members from across the organization to support performances, programs, special events, and activities

Relationship Management and Partnerships

- Establish, maintain and build strong working relationships with:
 - Calgary Opera donors, corporate sponsors, and other supporters
 - Members of the Calgary Opera Board of Directors, Opera staff, and volunteers
 - Event vendors
- Cultivate a professional network that contributes to the company's success
- Professionally and positively represent Calgary Opera in the public sphere

Ideal Attributes & Qualifications

- A self-starter who thrives in a collaborative, inclusive, and innovative work environment
- Demonstrates curiosity, honesty, integrity, respect and commitment to discretion and confidentiality
- Offers a solution-oriented mindset, excellent time management skills, and the ability to manage competing priorities
- Demonstrates excellent communication skills (written, verbal, and listening)
- Passion for the performing arts and knowledge of classical music are assets
- Team player with the ability to inspire and motivate staff and volunteers
- One to three years' relevant experience in fundraising with demonstrated success in development operations

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- Working knowledge of CRM software ideal, experience with Tessitura CRM system an asset
 - Working knowledge of Microsoft Office, and collaboration and project management tools
 - Employment is contingent upon completion of satisfactory background check

About These Qualifications

Studies have shown that marginalized communities such as women, LGBTQIA+ and people of color often believe they must meet every qualification before applying. Calgary Opera is dedicated to building an inclusive, diverse, and equitable workplace that fosters a sense of belonging and supports a culture of learning, so if you're excited about this role and your experience doesn't include every qualification, we encourage you to apply.

An Inclusive and Respectful Organization

Diversity brings a wealth of perspectives, experience, and expertise to our organization, and in turn, increases our relevance and our capacity to build community. We work every day to cultivate an inclusive and respectful environment by welcoming colleagues and members of the public with different backgrounds and capabilities, treating everyone with dignity and fairness, and maintaining a workplace that is free of harassment, discrimination, and violence. We courageously and compassionately challenge biases and assumptions. We strive to foster a sense of belonging in everyone we engage, and work to hold audiences, program participants, and event attendees to the same standards.

For support and accommodations during the application and interview process, please contact us at:
Employment@CalgaryOpera.com