



STATE OPERA
SOUTH AUSTRALIA

POSITION DESCRIPTION

Position: **Database Coordinator**
Reporting to: Chief Finance Officer

The candidate will work closely with the Finance Team, Head of Marketing & Development and the Development Team with responsibilities for maintaining, managing and improving all aspects of State Opera customer, donor and stakeholder data.

Specific Duties Include:

- Ownership of data and information frameworks across organisation and across platforms
- Responsible for best practice CRM structure and use
- Plan donor pipeline within CRM system
- Maintain accurate and detailed records on donor information in State Opera's CRM (Salesforce).
- Oversee the CRM data integrity for all Development contacts – across private, corporate, and government stakeholders.
- Integrate ticketing, donor and payment data
- Run reports and basic analysis on ticket buying and other data trends

Selection Criteria – Essential:

- 2+ years' work experience in an office environment
- Advanced user of Salesforce or similar CRM
- Experience using ticketing systems
- Excellent knowledge of Excel
- Digital Native
- Excellent written and verbal communication skills, and the ability to handle confidential information appropriately.
- Strong organisational skills.
- Ability to work in a dynamic, small team environment that requires taking responsibility for a diverse range of activities.
- High level of competency in workplace with digital tools.

Selection Criteria – Desirable:

- Understanding of arts organisations preferred
- Appreciation and knowledge of classical music and opera.
- Tertiary qualification in marketing, music, humanities, social sciences, or communications.

Part-Time: 0.6 – 0.8

Remuneration: \$60,000 FTE per annum plus 10% superannuation

Closing date for applications: Friday 14 January 2022

Interviews: Week commencing Monday 17 January 2022