



DIRECTOR OF DEVELOPMENT & PATRON ENGAGEMENT (FULL-TIME)

Location: Los Angeles Hybrid (Mostly remote, with in-office and onsite performance days)

ORGANIZATIONAL OVERVIEW

Founded in 2011, Pacific Opera Project (POP) reimagines opera as an affordable adventure by making unforgettable, entertaining performances accessible for all. We envision that opera will become a greater part of popular culture as we develop a diverse community of opera lovers and further the careers of talented creators through bold, inspiring performances. Now beginning its 16th season, POP has earned a national reputation for bold productions, imaginative direction, and a joyful approach to the art form. The Los Angeles Times recently included POP among the "Best of 2024 in Classical Music." POP presents a dynamic mix of reimagined classics, rediscovered gems, and groundbreaking new productions in venues ranging from outdoor gardens and historic theaters to intimate clubs and community spaces. With frequently sold-out performances, a devoted and expanding audience, and enthusiastic critical acclaim, POP is widely recognized as one of the most exciting opera companies in the country.

POP is in a period of significant organizational growth. Since 2023, individual contributions have increased by 96%, and the organization has expanded by 87% to a projected budget of approximately \$1.5M in FY27. POP has established its first-ever endowment and secured transformative multi-year foundation support, building the financial infrastructure to match the company's artistic ambition. The Director of Development & Patron Engagement joins at an inflection point, with real momentum and a strategy to grow.

POSITION SUMMARY

Reporting to the Executive Director, the Director of Development & Patron Engagement works in tandem with the ED to advance POP's fundraising program at every level. The ED holds POP's most significant donor relationships and major gifts; this role owns and grows the mid-level portfolio, supports the major gifts pipeline, and drives the patron engagement strategy that moves first-time attendees toward devoted fans. The role blends relationship-centered fundraising with data-informed audience development and requires someone equally comfortable making a direct ask and building the segmentation strategy behind a patron journey campaign. This is an exciting opportunity for an experienced fundraiser who wants to build a development program with real ownership, a strategic seat at the table, and the satisfaction of watching a loyal patron community become POP champions. Like all POP staff, you will be a generalist who thrives on wearing multiple hats, moving between high-level strategy and hands-on execution, and bringing genuine enthusiasm to the work.

KEY RESPONSIBILITIES

Frontline Fundraising

- Serve as a strategic partner to the Executive Director in developing the annual fundraising campaign, fundraising calendar, and online giving campaigns
- Partner with the Executive Director on major gifts strategy; keep the major gifts pipeline moving and flag timing for outreach and follow-up
- Actively manage a portfolio of approximately 75–100 individual donors and prospects with a 4-6 figure giving capacity
- Conduct discovery, cultivation, solicitation, and stewardship meetings independently
- Solicit annual gifts, renewals, upgrades, and special contributions aligned with organizational priorities
- In coordination with the Executive Director, serve as a visible, relationship-building representative of POP at performances, donor events, and cultivation activities; support donor experience before, during, and after events
- Maintain timely and accurate documentation of all donor interactions, strategies, and next steps in Neon CRM

Patron Development Strategy

- Own POP's patron journey framework, informed by Aubrey Bergauer's Long Haul Model of audience development
- Build and refine audience segmentation, using attendance frequency, giving history, and engagement signals to identify upgrade and conversion opportunities
- Develop re-engagement strategies for lapsed patrons and cultivation pathways for frequent attendees not yet giving
- Write patron journey email content and segment strategy; partner with the marketing team on deployment and execution
- Serve as the first point of contact for patron inquiries, answering the POP phone to assist with ticket purchases, reservations, and questions, delivering a high-touch concierge experience that deepens patron relationships
- Track patron behavior data and translate findings into actionable strategy and reporting

Donor Intelligence & Pipeline Development

- Conduct prospect research to qualify donor prospects for the Executive Director
- Surface relationship opportunities (board connections, civic networks, LA arts ecosystem overlaps) and bring them to the Executive Director's attention
- Qualify new prospects from the patron database using frequency and loyalty as primary filters
- Track progress toward fundraising goals and provide regular pipeline reporting to the Executive Director
- Manage moves management, ensuring the pipeline is clean, current, and actively used

WHO YOU ARE

- You are an experienced frontline fundraiser with a track record of soliciting and closing 4–6-figure gifts
- You build real relationships and understand that strong fundraising comes from trust, consistency, and follow-through
- You are comfortable initiating donor conversations and making courageous, thoughtful asks
- You can think strategically about a patron development program and then execute the work yourself
- You are energized by data. You know how to read it, act on it, and communicate what it means
- You enjoy being present in a live arts environment
- You thrive in a small, high-performing team where everyone owns both strategy and execution

PREFERRED QUALIFICATIONS

- 3+ years of experience in individual giving or major gifts, with demonstrated success in donor solicitation and portfolio management
- Familiarity with patron development models and audience engagement strategy
- Strong organizational skills and ability to manage a portfolio of relationships without losing the personal touch
- Basic familiarity with planned giving vehicles (bequests, charitable gift annuities, donor-advised funds) a plus
- Experience with CRM systems; Neon CRM experience a plus
- Clear written and verbal communication skills; ability to write compelling donor-facing content
- A genuine passion for the performing arts and enthusiasm for POP's mission and community; experience with or knowledge of opera or classical music is a plus
- Must have the ability to work flexible hours, including evenings and weekends for performances, donor events, and community programs
- Proficiency in Google Suite and ability to learn new software as required

SALARY & SCHEDULE This is a full-time, exempt hybrid position with a flexible, mostly remote schedule. Core hours are Monday–Friday with the autonomy to manage your own time and workflow. Evening and weekend availability is required for performances, donor events, and rehearsals. Compensation includes a salary range of \$80,000–\$85,000 annually depending on experience. Includes health benefits and access to Traditional and Roth 403(b) retirement options.

HOW TO APPLY:

To be considered, please submit a cover letter and resume by July 15, 2026, to kpowers@pacificoperaproject.com with "Director of Development & Patron Engagement" in the subject line.

Pacific Opera Project is an Equal Opportunity Employer.