

DATA SYSTEMS ADMINISTRATOR

Position Summary

The Data Systems Administrator is responsible for planning and administering operations related to Milwaukee Ballet's Tessitura system to maximize use and increase revenue. The Tessitura CRM platform houses data and functions related to ticketing and admissions, school enrollment, and fundraising. Reporting to the Director of Operations & Facilities, this position oversees data integrity and provides comprehensive reporting and data analysis.

This is a **full-time, exempt position** with benefits and a salary range of \$40,000-\$45,000 annually.

Responsibilities

- Serve as primary Tessitura administrator and organizational contact in support of ticket operations, development, marketing, and school.
- Lead system upgrades, function and module implementations, customization requirements, etc.
- Build and maintain all events, including school classes and programs, performances, subscription packages, fundraising campaigns, memberships, and special events.
- Collaborate with departmental managers to audit processes and strategies to best leverage database functionality to support internal and external needs with a goal of generating incremental revenue.
- Provide support to internal departments in Tessitura functionality specific to each area:
 - Ticket operations: digital ticketing, mobile technology, discount set-up, specialty packages.
 - Development: fundraising campaign data management, including sources, appeals, funds, and designations.
 - School: discount set-up, class packages, monthly billing.
- Build and support departmental analytics dashboards.
- Develop and produce financial and analytical reports working closely with departmental managers.
- Generate and manage data lists for email and direct mail campaigns.
- Manage data integrity; implement processes for data entry and cleaning, monitor adherence to data entry standards across the organization.
- Serve as direct liaison between Milwaukee Ballet and the Milwaukee Arts Partners (MAP) Tessitura consortium, including participating in all MAP meetings and strategic planning sessions.
- Support Tessitura users with training; oversee and respond to all Tessitura-related requests, enlist service support via MAP and/or Tessitura Support Network as necessary, maintain training/reference materials.
- Manage TNEW, Tessitura's patron-facing web purchase path, updating event information, schedules, and offerings.
- Coordinate integration of Tessitura/TNEW with Milwaukee Ballet website and email platform.
- Work closely with Marketing & Communications Manager on website management, serving as backup for front-end website support.

Background & Qualifications

- Bachelor's degree or equivalent in combined education and related experience.
- CRM and data management experience; Tessitura experience is a benefit and highly recommended.
- Significant knowledge of Microsoft Office Suite.
- Demonstrated technical and analytical skills.

Required Values & Qualities

- **Reliable & Accountable:** Can be counted on to follow through and take ownership of projects and responsibilities.
- **Strategic Thinker:** Works to develop creative solutions and problem solve.
- **Confidentiality:** Ability to maintain sensitive or confidential information
- **Collaborative:** Able to participate as part of a cross-functional team, responding to others with positivity and support.
- **Organized & Efficient:** Can manage varying projects and tasks in a detailed and accurate manner.
- **Communication:** Able to effectively train and present technical information to users.
- **Self-Motivated:** Able to work independently, prioritizing assignments and areas of focus.

About Milwaukee Ballet

Founded in 1970, Milwaukee Ballet is a leader in Wisconsin's arts and culture scene. Under the artistic leadership of Artistic Director Michael Pink, Milwaukee Ballet has become world renowned for presenting bold new interpretations of story ballets, and cutting-edge contemporary works. Milwaukee Ballet is home to an international company of dancers and is one of a few companies in the nation with its own orchestra. Milwaukee Ballet School & Academy is the only professional dance school in the Midwest accredited by the National Association of Schools of Dance. Milwaukee Ballet's award-winning Community Engagement department serves more than 8,000 people in Southeastern Wisconsin through original, interactive programs.

Milwaukee Ballet is committed to creating an inclusive and diverse environment, and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

How to Apply

- Submit a cover letter and resume with three references (including two professionals who will not be contacted without approval of the candidate) via our Application Portal.
- Successful applicants will be subject to a background check.

Date Posted: May 2024