

POSITION TITLE:	Senior Analyst, Gift Accounting and Reporting
REPORTS TO:	Director of Advancement Operations
WORK SCHEDULE:	Full time/40 hours a week - Monday to Friday; some evenings and weekends required.
WORK LOCATION:	Los Angeles/Hybrid - Minimum 4 days/week in person required
STATUS:	Non-Exempt
COMPENSATION:	\$27.40-\$29.33/hour equivalent to \$56,992.00-\$61,006.40 annualized
BENEFITS STATUS:	Eligible
DEPARTMENT:	Institutional Advancement

ABOUT THE COMPANY

At Center Theatre Group, we believe theatre creates an extraordinary connection between artists and audiences. As one of the nation's most influential non-profit theatre companies, we provide the broadest range of theatrical entertainment in the country at the Ahmanson Theatre, the Mark Taper Forum and the Kirk Douglas Theatre. Whether it's producing new work through our robust artistic development programs or engaging people of all ages and backgrounds across Los Angeles through our community and education programs, we put theatre at the center of it all.

Center Theatre Group commits to creating a safe space where access, belonging and a positive workplace culture are rooted in all levels and aspects of our work. We aim to attract, nurture and retain staff in a supportive home where we can be our best selves. We celebrate our commonalities and embrace our differences in order to ensure that everyone has access to our work onstage, behind the scenes and in the community.

POSITION SUMMARY

Center Theatre Group seeks a Senior Analyst, Gift Accounting and Reporting to join the Institutional Advancement team, reporting to the Director of Advancement Operations. The Senior Analyst plays a key role in ensuring the accuracy, integrity, and analysis of contributed revenue and donor financial data. The position manages daily gift and pledge processing, monitors pledge and payment activity, audits transaction coding and data quality, and identifies and investigates discrepancies, exceptions, and trends in Tessitura.

The Senior Analyst develops and maintains Tessitura Analytics reports and Excel-based analyses that support contributed-revenue monitoring, pledge management, financial reconciliation, forecasting, risk assessment, audit preparation, and Advancement reporting. The Senior Analyst researches transaction-level issues, recommends corrective action, and provides reliable analysis that supports the Director's responsibility for Advancement financial reconciliation, reporting, financial management, and organizational decision-making. The position also contributes to broader Advancement Operations priorities related to fundraising systems, data management, internal controls, and process improvement and is expected to exercise sound judgment, strong analytical thinking, exceptional attention to detail, and a proactive, collaborative approach to the work.

PRIMARY RESPONSIBILITIES

- Develop and maintain a thorough working knowledge of CTG's Advancement data structure, including campaigns, funds, appeals, accounting codes, related Tessitura configurations, and

business processes; apply established standards consistently to ensure gifts, pledges, pledge payments, adjustments, and other contributed-revenue transactions are recorded accurately, timely, and with appropriate supporting documentation.

- Independently research and resolve routine transaction, coding, and data-integrity issues within established Advancement Operations standards, exercising sound judgment to identify complex, unusual, or policy-sensitive matters requiring escalation to the Director of Advancement Operations.
- Oversee daily gift batches and pledge activity in Tessitura, reviewing complex financial and donor data and supporting documentation for accuracy, completeness, and appropriate treatment.
- Stay current on nonprofit gift-accounting and audit requirements and CTG financial policies relevant to contributed revenue and apply established requirements and policies accurately to transactions recorded in Tessitura.
- Proactively engage Advancement staff to obtain required gift and pledge documentation and ensure donor intent, invoicing requirements, acknowledgement preferences, payment information, and other relevant transaction details are accurately documented and reflected in Tessitura.
- Analyze gift, pledge, and payment activity to identify trends, exceptions, discrepancies, and data-integrity issues; investigate variances, determine underlying causes, and recommend corrective action.
- Coordinate the pledge reminder process, data, and schedule for all outstanding pledges, with reminders executed by the Advancement Operations Associate.
- Analyze outstanding pledge balances, payment activity, aging, and fulfillment trends to support pledge management and provide the Director of Advancement Operations with analysis for cash forecasting and financial planning.
- Regularly audit gifts processed through other channels, including the website, phone rooms, box office, Classy, and other online portals, for accurate coding and recording in Tessitura; identify recurring exceptions and recommend process or control improvements.
- Maintain the schedule for automatic credit card pledge payments and coordinate declined-transaction follow-up with appropriate Advancement staff; analyze recurring payment issues and identify matters requiring escalation.
- Verify and process corporate matching gifts and maintain appropriate supporting documentation.
- Maintain accurate records of planned-giving commitments in Tessitura with support from appropriate fundraising staff.
- Develop, maintain, and analyze Tessitura Analytics reports, Excel-based analyses, and supporting datasets to monitor contributed-revenue activity, pledge performance, transaction accuracy, data quality, trends, risks, and other Advancement Operations metrics.
- Conduct periodic data-quality and exception analysis to identify incomplete, inconsistent, duplicate, or anomalous gift and constituent records; independently research and resolve findings within established standards or escalate as appropriate.
- Add and maintain constituent records and contact information identified through gift processing, analyzing supporting documentation to ensure donor records are accurate and complete.
- Maintain gift and pledge supporting documentation in accordance with Advancement Operations procedures, financial controls, and audit requirements.
- Analyze gift-processing workflows and transaction data to identify recurring coding issues, process gaps, and opportunities to improve accuracy, efficiency, internal controls, reconciliation, and receipting.

- Research reconciliation of exceptions and supporting transaction detail, identify underlying causes, and prepare findings and recommended corrections for review by the Director of Advancement Operations.
- Prepare recurring and ad hoc analyses for the Director of Advancement Operations to support contributed-revenue forecasting, risk assessment, budget monitoring, audit preparation, executive reporting, Board reporting, and organizational decision-making.
- Support the Director of Advancement Operations during financial audits by retrieving, reviewing, and organizing transaction documentation and responding to data and transaction-detail requests as directed.
- Evaluate changes in Tessitura functionality and Advancement business processes for potential effects on gift processing, reporting, data integrity, and established controls; recommend appropriate workflow or process changes to the Director of Advancement Operations.
- Attend and work donor events throughout the season; some nights and weekends are required.
- Demonstrate an ongoing commitment to ensuring that access, belonging and a positive workplace culture are rooted in all levels and aspects of our work.
- Other duties or projects, as assigned.

Center Theatre Group provides a dynamic working environment in which duties and responsibilities may change. Employees are expected to be flexible and responsive to changes in the scope of their duties.

QUALIFICATIONS

- Experience working with financial, fundraising, accounting, or transactional data in a nonprofit, development operations, finance, or comparable environment preferred.
- Working knowledge of nonprofit financial and accounting concepts and demonstrated ability to understand the relationship between transactional data, contributed revenue, and financial reporting.
- Demonstrated ability to analyze complex datasets, identify discrepancies and trends, investigate underlying causes, and communicate findings clearly.
- Strong judgment and problem-solving skills, including the ability to resolve routine transaction and data issues independently and recognize when matters require escalation.
- Experience with enterprise CRM or fundraising systems required; Tessitura experience preferred.
- Advanced Excel skills, including pivot tables, lookup functions, data validation, and analysis of large datasets; experience with Tessitura Analytics, Power BI, or comparable reporting/business-intelligence tools preferred.
- Exceptional attention to detail and accuracy, with demonstrated ability to manage high-volume, deadline-sensitive financial and donor data.
- Ability to organize and maintain supporting documentation and handle sensitive donor and financial information with discretion.
- Strong written and verbal communication skills and the ability to collaborate effectively with Advancement, Finance, Ticketing, and other organizational partners.
- A proactive, action-oriented, and quantitative mindset with an interest in supporting the mission of Center Theatre Group.

MINIMUM REQUIREMENTS

- Ability to sit, type and work at a computer for extended periods of time.
- Ability to lift and carry 25 pounds.
- Willingness and ability to work 40 hours per week. Flexibility to work overtime as needed.

All employees are required to pass a background check.

In order to ensure a safe and healthy workplace, CTG recommends that all employees stay current with COVID-19 vaccinations and boosters.

COMPENSATION

CTG offers a comprehensive compensation and benefits package including retirement plan options, escalating paid vacation, sick, personal days and holidays, and health benefits including medical, dental, vision, life and long-term disability insurance, flexible spending accounts and employee assistance program.

HOW TO APPLY

Tell us why you are the ideal person for this job.

Please send your resume and cover letter to Katasha Nelson at ADVANCEMENTJOBS@CTGLA.ORG. Please be sure to include the position title in the subject line of the email. Due to the heavy volume of resumes received, emails that do not include the job title in the subject line of the email may not be considered. In the cover letter, please indicate how you became aware of this position, e.g., name of website, current employee, other source.

No phone calls please. We will contact qualified individuals to set up interviews.

Center Theatre Group is an equal opportunity employer and does not discriminate against any applicant on the basis of race, religion, sex, sexual orientation, gender identity, marital status, color, ancestry, disability, age, national origin, pregnancy, veteran/military status, genetic information or any other basis prohibited by law. CTG will consider qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring Ordinance.