

Job Description

Job title	<i>Manager, Development Operations</i>
Reports to	<i>Director Development</i>

Job purpose

The Manager, Development Operations will be an integral member of the development team and will be responsible implementing and managing internal systems and processes to ensure smooth and efficient operations to support the functioning of a growing, donor-centric department. Reporting to Director of Development responsibilities include database management, prospect research, prospect and donor tracking, gift acknowledgments, and grant submission and reporting processes, progress to goal tracking, among other key functions.

The ideal candidate will have a proven track record of developing and implementing processes and systems to support departmental efficiency and growth. Excellent organizational, analytical, and communication skills and proficiency in Raiser's Edge/Luminate for nonprofits are required.

The ability to work well under pressure and manage multiple projects simultaneously is important to success in this role.

Duties and responsibilities

- ✧ Develop and maintain a robust donor/prospect tracking system and manage ongoing system implementation. Work closely with Director of Development and frontline fundraising staff to manage donor portfolios.
- ✧ Develop and maintain gift and grant proposal submission calendar.
- ✧ Manage gift and grant reporting processes. Maintain gift and grant reporting calendar, develop report templates, coordinate with program, clinical, finance and learning/evaluation teams to gather all information and data needed for reports, and track reports through the preparation process. Ensure all final reports demonstrate NEDA's impact and meet its standards for excellence and are delivered to donors on schedule.
- ✧ Collaborate with the finance and administration team to ensure all donor and gift data is accurately processed and the gift acknowledgment process is consistently implemented, accurate, and timely.
- ✧ Produce scheduled and ad hoc reports for the Development department to help the team monitor and strengthen performance and functioning. Enhance analysis of donor and volunteer data to facilitate the implementation of more targeted outreach and relationship-building strategies.
- ✧ Collaborate with the digital fundraising team to create segmented prospect and donor contact lists to be used for mailings, emails, online appeals, event invitations, and other development communications.
- ✧ Manage all aspects of NEDA's online giving platform including the creation of blueprint, TeamRaiser events and donation forms and giving pages through Luminate Online and/or RaisersEdge.
- ✧ Ensure all fundraising gifts from online pages are properly coded in Raiser's Edge/Luminate.
- ✧ Support the needs of the Development Committee of the board including managing regular financial reports.
- ✧ Assume other tasks as needed.

Qualifications

- ◇ Understands NEDA's mission and represent organization's values at all times.
- ◇ Bachelor's degree is required;
- ◇ At least five to eight (5-8) years of experience in a fundraising role including peer-to-peer, major donor development and foundation engagement at an academic institution and/or a nonprofit organization.
- ◇ Knowledge of Luminate Online and Raiser's Edge required.
- ◇ Proficient computer skills; including knowledge of Microsoft Office, databases, and fundraising software.
- ◇ Excellent organizational, interpersonal, writing, communication, and statistical skills needed.
- ◇ Teamwork/collaborative spirit
- ◇ Demonstrated ability to think strategically and implement new initiatives to increase efficiencies and effectiveness within a team
- ◇ Project management experience and ability to manage competing priorities

Hours & Working Conditions

This position will be working under the standard office hours of 9-5pm. Most of the work will be remote in home office with the occasional participation in NEDA events held outside of home office.

Essential Job Functions & Physical Requirements

Perform experience level tasks of a confidential nature. Communicates in a positive and effective manner with staff, and/or visitors. Other duties as assigned.

This position may require light lifting and moving of boxes, long hours sitting down, and long hours in front of a computer screen.

Direct Reports
