

## ADP TOTALSOURCE / Allies in Hope JOB DESCRIPTION

**JOB TITLE:** Advancement Operations Coordinator

**Reports to:** Chief Advancement Officer

**Status:** Full Time/Exempt

**Department:** Advancement

**Date:** 11/8/23

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**SUMMARY:** The Advancement Operations Coordinator is responsible for providing operations support for marketing and development efforts under the scope of the Advancement department. This includes the management of all donation data entry, donor database oversight, fundraising reporting, website fundraising platforms management, donor acknowledgment and recognition, and volunteer coordination. This position also helps with tasks related to major events including the annual Hope for Houston Ball, The Walk to End HIV, as well as Camp Hope and Pride participation. This position plays a critical role in providing all Advancement logistics to ensure proper donor relationship management, event success and functional daily operations. This position is currently fully remote but will require occasional in-person meetings at various locations depending on projects and events.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Core duties and responsibilities include the following. Other duties may be assigned.

1. Works under supervision of Advancement leadership in execution of operations and administrative tasks
2. Print, write, mail, and email Advancement department correspondence
3. Enters, completes, records, and pulls lists from CRM for donor management, reporting and forecasting
4. Updates, on a timely basis, donor records in CRM databases following donor contacts, activities, and action items
5. Helps manage payment processor accounts through Funraise or other giving platforms
6. Under Director of Advancement oversight, collaborate with Finance department on monthly reconciliation and reporting
7. Record offline donations into fundraising platforms
8. Administer print or electronic donor acknowledgement letters or pledge statements
9. Manage credit card expense reports for Advancement team
10. Provides coding for check/cash gifts
11. Coordinate logistics for volunteer events and volunteer communication or training
12. Manage and develop donor engagement strategies
13. Manage organization's general information email address
14. Assists Director of Advancement and Chief Advancement Officer with administrative tasks and activities as assigned

**CORE COMPETENCIES:** **Ethical**-Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values. **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others.

**Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Team player committed to developing and working within a collaborative and inclusive environment and to ensuring the highest-level of donor/partner service. **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed.

**Interpersonal/Communication Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to new things; manages difficult or emotional situations; responds timely to client needs; solicits feedback to improve service; meets commitments. **Oral**

**Communication** -Speaks professionally in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings. **Written Communication** -Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able

to read and interpret written information. **Problem solving**-Identifies and resolves problems in a timely manner; works well in-group problem solving situations; uses reason when dealing with emotional topics. **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

### **Program Compliance Expectations**

1. Implement policies, best practices, guidance, standards to create framework for effective fundraising.
2. Understand and implement program/department organizational development to increase efficacy, better services, and outcomes.
3. Use and ensure the compliance of all protocols as required by funding sources.
4. Complete and submit timely and accurate documentation; financial/program paperwork, forms, letters, surveys, reports, meeting notes, and all other required correspondence, ensuring it is according to departmental standards.
5. Expertise in general office practices and procedures and uses them effectively to streamline work.
6. Through the Quality Management Program look for ways to improve and promote quality; demonstrates accuracy and thoroughness.

### **Agency Compliance**

1. Consistently at work and on time, ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
2. Follow instructions; takes responsibility for own actions; keeps commitments; commits to complete additional work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
3. Read, understand, and follow AIH Policies and Procedures.
4. Maintain appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
5. Attend meetings as scheduled.
6. Communicate proactively and professionally with peers and stakeholders through all modes of communication.
7. Follow all regulatory requirements for reporting suspected abuse or neglect.
8. Carries out any additional assignments required to fulfill the mission of AIH.

### **Stakeholder Interactions/Relationships**

1. Form professional relationships with all stakeholders - clients, target populations, donors, volunteers, interns, vendors, and community partners.
2. Ability to be culturally and linguistically competent in serving the needs of diverse clientele including but not limited to all racial, minority, and ethnic groups, substance abusers, homeless, gay/lesbian, bi-sexual, transsexual, and transgender populations.

### **Team Relationships**

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views.
2. Gives and welcomes feedback.
3. Act respectfully and supportively towards other team members' efforts.
4. Relate well and work effectively with multiple constituencies and audiences. Excellent verbal and written skills. Knowledge of office systems:
5. Work as a highly cooperative member of the AIH staff and volunteers to accomplish agency and departmental goals.

### **Travel**

1. Requires some travel within Harris County and surrounding counties. The amount will vary depending upon donor location, development activities, events and meetings.

## **EDUCATION AND/OR EXPERIENCE**

**Level of Education:** Bachelor's degree or equivalent experience required.

**Work Experience:** -Minimum three years professional experience and nonprofit experience preferred. Previous experience in data entry, database management or finance/accounting encouraged to apply.

**Additional Requirements:** Knowledge and use of Salesforce CRM or online donation processing platform administration preferred, but not required. Office 365 experience with medium-to-high level of expertise in Microsoft, Word, Excel and SharePoint. Frequent use of Microsoft Teams, Zoom and other virtual meeting apps required.

**Computer Skills:** To perform this job successfully, an individual should have basic proficiency in database software (e.g. Raiser's Edge, Donor Drive, Salesforce); Internet software; Spreadsheet software and Word Processing software. Knowledge and experience in database development and/or data management, preferably in a nonprofit setting.

**Language Skills:** Ability to read and write at a professional level: to read, analyze, and interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understand the basics of a budget.

**Reasoning Ability:** Ability to prioritize multiple tasks by using reasoning to determine priorities. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

#### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or listen. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

1. Ability to perform routine bending/stooping while filing and performing office/outreach duties.
2. Ability to perform routine twisting/reaching while working at computer/desk and performing office/outreach duties.
3. Ability to perform routine walking/standing during course of day and while performing office/outreach duties.
4. Ability to hear and speak well enough to converse over telephone and while performing education and outreach duties 100% of the time.
5. Ability to see well enough to use computer efficiently and read computer reports and correspondence 100% of the time.

#### **WORK ENVIRONMENT**

This position is currently hybrid with in-person meetings required as needed. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

Salary Range: \$35,000 - \$45,000 based on qualifications and experience.

To apply please submit your resume to [hr@aihouston.org](mailto:hr@aihouston.org)