



Development Operations Coordinator Job Description

ABOUT CASA DE ESPERANZA: Casa de Esperanza de los Niños strives to break the cycle of child abuse and neglect for at-risk infants, children, and their families by providing comprehensive residential and family support programs that transform people and communities. Casa de Esperanza has provided quality residential, medical, and psychological care for infants and young children in crisis due to abuse, neglect or the effects of HIV/AIDS without charge since 1982. All positions at Casa are responsible for contributing to a trauma-informed environment for our clients, visitors, and one another.

POSITION SUMMARY: The Development Operations Coordinator is responsible for all operations aspects of fund development and special event activities, as well as the database and its integrity. This position provides administrative support to the Development Team and participates in all fundraising activities including donor relations, direct mail appeals and special events.

SALARY: \$52,000 Annually.

TO APPLY: Email cover letter and resume to dtalmadge@casahope.org

CLASSIFICATION: Full-Time/Non-Exempt (Salaried)

EDUCATION: Bachelor's degree preferred

EXPERIENCE: Minimum of two years of experience in an administrative position, preferably in a not-for-profit development office

REMOTE ELIGIBLE: This position is eligible for remote work two days per week

MINIMUM QUALIFICATIONS:

- Completed Application and References
- Cleared Background Check
- Clear Pre-Employment Drug Screen
- TB Screening

KNOWLEDGE, SKILLS, & ABILITIES:

- Solid understanding of the art of Fund Development; ability to see the “big picture” and an understanding of how the work of this position translates to donor relationships and Casa’s mission.
- Strong analytical, problem-solving, and research skills
- Experience in donor database software (preferably Donor Perfect) required. Experience with database reports, exports, imports, and data management preferred
- Proficiency in Microsoft Office.

- Excellent verbal and written communications skills and ability to vary communications strategies to meet the needs of varied constituencies
- Strong organization skills and attention to detail
- Ability to work efficiently on several projects simultaneously and prioritize deadlines
- Strong customer service personality and a willingness to roll up sleeves and do whatever is necessary to get the job done
- Ability to work independently
- Ability to work the occasional night or weekend for special events

REPORTS TO: Chief Development Officer (CDO)

ROLES AND RESPONSIBILITIES:

- Participates in Development Planning and is accountable for applicable items on the Development Plan.
- Manages the Development Database (Donor Perfect) and event management software (OneCause) including gift routing for operating, program, capital gifts and grants and pledge billing.
- Works closely with the CDO and Director of Development to analyze donor data and optimize the database as a tool for donor cultivation and stewardship.
- Drives moves management activity and works closely with CDO and Director of Development to determine and implement strategies to retain and move up current donors, identify and cultivate new donors, and reach out to lapsed donors.
- Creates and runs lists, queries, reports, and exports to support fundraising and communication efforts. Ensures accuracy of reports and takes the lead on any needed clean-up and formatting.
- Conducts donor research and prepares profiles on current and prospective donors. Tracks donor relationships.
- Assures integrity of data and records, deleting duplicate records, appropriate coding, etc. Routes gifts before entry to avoid errors or incorrect codes. Maintains calendar for data integrity checks.
- Identifies and completes needed data clean-up.
- Works closely with the Finance Team to reconcile financial statements.
- Provides oversight of personalized acknowledgements, including drafting and editing letters as needed. Ensures that special thank you letters, and in-kind acknowledgements are completed. Assists with making thank you phone calls.
- Provides support as needed (mailing lists, planning, etc.) for fundraising activities, including annual campaigns, cultivation and special events, and employee campaigns.
- Develops Standard Operating Procedures and provides training to staff.
- Provides on-site support at special events.
- Other duties as assigned.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The position entails exerting up to 10 lbs. of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. The employee must occasionally lift/move up to 40 pounds including items necessary for fundraising events. The position involves sitting most of the time but may involve walking or standing for brief periods of time. The employee must use oral communication with team members and donors; use auditory skills to assess and respond to team members and donors. Specific vision abilities required for this position include close vision, depth perception, and the ability to adjust focus. The employee must complete documentation on paper and electronically.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.