

The Opportunity:

In the United States, only 25% of high-achieving students from low-income communities apply to the nation's most selective colleges and universities. At EMERGE, we believe that talent is universal, but opportunity is not. Grounded in this belief, EMERGE empowers and prepares high-performing students from underserved communities to attend and graduate from selective colleges and universities across the nation.

Candidates who are passionate about the opportunity to effect meaningful change in the lives of thousands of high-performing students from income-constrained communities and the next generation of leaders are encouraged to apply.

The Role:

Over the next five years, EMERGE plans to continue to scale its impact in Houston, adding new school districts, college partners, and staff members. To grow, we must continue to raise new funds every year using a data-driven approach. The Senior Development Operations Coordinator will ensure efficiency and timeliness in processing donor information, donations, and gift acknowledgments, using best practice techniques to maintain optimal data integrity. This position plays a key role in maintaining the DonorPerfect donor data system and keeping the team abreast of donor giving and trends using weekly gift reports, monthly progress-to-goal reports, and quarterly reports that detail donor retention and attrition rates to inform and help drive fundraising strategies and successes. This position will also serve as an administrative support role to the overall development team and will also work closely with the Finance team to reconcile gifts each month and during our annual audit. This position reports to the Managing Director of Development. This position is responsible for data structure, supervision, data retrieval, report customization and analysis, policies & procedures, security, and data entry quality control.

Application Deadline: May 31, 2022

Start Date: July 2022

Salary Range: \$48,000-\$60,000

Reports To: Managing Director, Development

Location: Houston, TX (Hybrid)

Direct Application Link: <https://emerge-fellowship.breezy.hr/p/e44f41804cb6-senior-coordinator-development-operations>

Key Responsibilities:

- Process all gifts and ensure timely tax acknowledgment letters are sent to donors (within 48 hours of receipt of gift)
- Maintain highly accurate and current donor data that effectively track key information, cultivation activities and histories, and solicitation and reporting calendars
- Work with the VP and MDoD to establish and maintain best practices and procedures
- Prepare monthly and quarterly revenue reports, weekly giving reports, and various financial and dashboard reports for the Development Committee and Board of Directors
- Reconcile gifts with the Finance Department
- Support the Finance Department with the annual audit
- Generate various mailing lists for the Development Department
- Establish and codify database best practices
- Follow a strict code of confidentiality

- Directly respond to donor inquiries regarding any issues checks, credit cards, EFT, and stock gifts.
- Oversee and create donation/solicitation coding, prepare backup gift documentation, and approve matching and employee contribution campaign gifts through external organizations.
- Identify, mine, and analyze prospects for fundraising and outreach initiatives.
- Update and maintain donor wealth screenings and other fundraising-related data
- Perform routine data improvements, data auditing, systems checks, and database functions
- Create data-informed prospect lists and profiles for major prospects and analysis to help fine-tune donor cultivation and relationships.
- Continually review and optimize data management processes to improve methods for moving people along our continuum of engagement.
- Manage pledge payment tracking, acknowledgments, reminders, and follow-up processes for multi-year donors/gifts.
- Create reports/dashboards to inform the development team and board on donor retention and attrition rates compared to industry standards.
- Provide general development and admin support for the development team. Help prepare presentations and documents for VP and MDoD. Take minutes at committee meetings. Assist with donor meeting scheduling. Support team with org-wide functions throughout the year when possible.
- Support Director of Foundation & Corporate Relations with student engagement and outreach for corporate engagement initiatives and deliverables.

The Person:

Time Maximizer

- Meet professional obligations through efficient work habits such as meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating respect for others.
- Self-starter anticipates needs and can take initiative when necessary.
- Conscientious about priorities, display good time management and positive attitude.

Organization & Prioritization

- Ability to be extremely organized and to prioritize time and projects to ensure deadlines are consistently met and project outcomes are successful.

Strategic Thinker & Problem Solver

- Asks the right questions and creates innovative solutions to drive change and increase results.
- Foresees and addresses challenges and opportunities within the revenue model and actively seeks resources to create out-of-box solutions.
- Strong understanding of data and ability to analyze outcomes to drive strategic thought processes and fundraising outcomes
- Listens to understand and create solutions

Detail-Oriented

- Able to produce high-quality work without error. Has a proven track record of high attention to detail

Data and Results Driven

- Utilizes and analyzes donor data and giving behaviors to drive fundraising strategy

Donor Centric- and Stewardship-Focused

- Ensures that donor satisfaction remains at the forefront of daily activities and functions

Ideal Candidate will have:

- A Bachelor's degree preferred
- 2+ years of work-related experience
- Strong organizational skills, including the ability to manage multiple projects independently

- Evidence of strong attention to detail and organizational skills
- Strong track record of developing efficient systems, innovative processes, and streamlined procedures
- Ability to produce quality work under tight deadlines with minimal oversight
- Strong initiative and ability to ask questions when work is unclear
- Ability to problem-solve and think quickly
- Experience using DonorPerfect software preferred
- Proficiency in the following software: Microsoft Office Suite with above average, Donor Perfect, Constant Contact or MailChimp, and Google Drive preferred

Who we are:

At EMERGE, we live by our Core Values:

- Equity grounds us
- Diversity defines us
- Talent mobilizes us
- Meaningful relationships fuel us
- Results distinguish us

Founded in 2010, EMERGE is a developmental, college access organization changing the life trajectories of thousands of students across the Houston area. Since its inception, EMERGE has grown from serving 14 students across four high schools, to serving over 1,600 high school students across five school districts. We also serve over 1,400 college scholars at over 100 selective colleges and universities across the country.

The EMERGE nonprofit is a partner to EMERGE Houston ISD, EMERGE Spring Branch ISD, EMERGE Spring ISD, EMERGE Aldine ISD, and EMERGE Klein ISD.

As EMERGE’s impact has grown, our nonprofit team has grown to over 30 staff members. The staff includes our College Access Team, College Success Team, Program Assets Team, Finance, Operations & HR team, and Development Team. You will be joining an energetic, passionate team of individuals working to propel Houston’s top talent upwards and onwards.

What we offer:

At EMERGE, we aim to enact our core value of “equity grounds us” within our compensation practices to ensure a competitive and equitable salary & benefits package for all employees.

To determine salary; we consider each candidate’s relevant experience, growth potential, and responsibilities within the role, as well equity across similar roles within the organization. **The salary range for this role is \$48,000-\$60,000.**

Our salary bands are established to accommodate growth within the role and varied experience levels at the point of hire. Based on historical data, we anticipate most candidates will begin their time at EMERGE at the lower end of the salary band. Yearly increases are based on the impact and scale of your role, along with external market factors.

Benefits:

- We offer Medical, Dental, and Vision insurance.
- We provide Short-Term and Long-Term Disability insurance, along with Life Insurance.
- We have a 403b plan that employees can opt into.

- Each employee has 27 Paid Time Off days for the year. EMERGE is closed for 18 holidays.

Please Note: EMERGE is currently undergoing a benefits analysis to enhance our benefits offerings for all staff and new hires by August 2022.

Priority Application Deadline: Tuesday, May 31st.

The review of applications will begin immediately and continue until the position is filled, although submission before the priority deadline is highly encouraged.