



**Title:** *Development Operations Coordinator*  
**Department:** Development  
**Reports to:** Director of Development  
**Status:** Full-time, exempt from overtime  
**Work location:** Onsite

### **General Responsibilities**

Reporting to the Director of Development, the *Development Operations Coordinator* directly manages the Advancement database (Salesforce), additional integrated systems (GiveSmart, Quickbooks, etc), and related business processes. The position assists in the development of strategies to maximize the software's capabilities, provides proactive support for the fundraising team, and maintains best practices for donor information management.

### **Specific Duties**

1. Create required data imports, exports, and lists related to all fundraising programs: individual giving, major gifts, membership, corporate sponsorships, foundations, and special events.
2. Manage the department's data request queue to prioritize tasks and ensure timely completion; work proactively to develop reports that meet the evolving needs of the Development Department. Pull monthly, quarterly, and annual reports, create dashboards, complete event performance and file analysis, and compile mail/e-mail and donor recognition lists.
3. Serve as liaison between the Development and Finance Department staff. Reconcile gifts between Salesforce and Quickbooks and ensure accurate and comprehensive data flow between the departments.
4. Collaborate with development, marketing and communications to track and manage donor recognition process, including maintaining and proofing exhibition donor lists, annual report data, and emails through our Email Marketing system to meet required deadlines.
5. Manage Data Hygiene: Monitor and complete updates to constituent records to ensure accuracy. Oversee all database cleanup and backup; maintain overall database integrity.
6. With the Director of Development develop and maintain development services procedure manual; consistently review and evaluate all data processes to ensure the most effective and efficient procedures are in place; and familiarize members of the advancement staff with current practices and policies.
7. Provide assistance in Salesforce for users within the organization to ensure competency and maintain data integrity.
8. Oversee the gift entry workload and associated processes to ensure gifts are entered, and acknowledgment letters are timely and accurately produced.
9. Manage Online Express services and donation pages for online events and contributions.

**Continued...**

## Requirements

### Qualifications

1. Bachelor's degree in business or related field required.
2. Advanced skills and knowledge of Salesforce, Microsoft Word, Excel, and Outlook. Experience with Quickbooks, Adobe Creative Suite, Jotform, and GiveSmart is a plus.
3. Proficiency in the creation and generation of Salesforce reports.
4. **Creative thinker who can advise a team on how Salesforce can best meet their needs to maximize efficiency.**
5. Ideally five years experience in database management; minimum two years of experience.
6. Exceptional attention to detail.
7. Skilled written and oral communicator.
8. Ability to prioritize and manage multiple projects simultaneously.
9. Ability to adhere to deadlines and follow up promptly to requests.
10. Ability to problem solve creatively and effectively.
11. Knowledge of non-profit fundraising and membership management, strategies, operations, and procedures desired.

### Compensation & Benefits

\$35,000 - 40,000 annually. The position comes with a comprehensive benefits package that includes paid vacation and sick time, medical and dental insurance, life insurance, AD&D, and LTD coverage. Employees may also participate in the Orange Show's 401(k) plan and receive an employer contribution equivalent to 3% of wages earned after one year on the job.

### How to Apply

Application materials may be emailed to [claudia@orangeshow.org](mailto:claudia@orangeshow.org)

The Orange Show is an Equal Opportunity Employer and seeks diversity in its workforce. The Orange Show is committed to attracting, retaining, developing, and promoting the most qualified employees without regard to race, color, religion, sex, age, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity, or expression, or any other characteristic protected by federal, state, or local laws.