



## DEVELOPMENT OPERATIONS MANAGER

### Position Description

#### **Summary of Position:**

The Development Operations Manager oversees processes and procedures related to internal functions of the Development Office and its operations. As administrator of the Raiser's Edge database, this position is responsible for ensuring timely and accurate gift processing, acknowledgement, accounting, and reporting.

#### **Reports to:**

Director of Development (DOD)

#### **Specific Responsibilities:**

- **Gift Entry & Acknowledgments:**
  - Receive and enter all gifts into database with appropriate coding
  - Manage check, credit card, stock and online donation processes
  - Collaborate with the Development team in setting up acknowledgement letters for editing, and ensure Raiser's Edge is updated with completion date
  - Manage the department's hard copy and electronic donation files
  - Maintain donor stewardship and process online donations through Online Express.
  
- **Revenue, Reporting & Reconciliation:**
  - Convey all cash, checks and credit card receipts to the Business Office on a timely basis
  - Complete monthly reconciliation reports and work closely with the Business Office on reconciliation to insure accurate recording donation income and expenses on a regular basis
  - Provide reports and other data to the Business Office in compliance with IRS requirements
  - Generate pledge reminders and prepare and confirm Annual Report listings
  - Provide support and backup to Business Office for annual audit
  - Works with the DoD to define, recommend, and implement policies and procedures to support fundraising efforts, systems support, data integrity and security, and gift processing and oversight
  
- **Database Management & Reporting:**
  - Manage all aspects of Raiser's Edge database, maintaining its accuracy and integrity
  - Manage data transfer between In Resonance and Raiser's Edge platforms
  - Maintain records in Raiser's Edge database and provide reports on prospects, donors, alumni, giving and events
  - Create queries, reports, and lists needed to support fundraising activities
  - Generate end-of-month and end-of-year financial summary reports for Development Staff, Board of Trustees, and the Business Office
  - Produce reports for annual statistical surveys, the Annual Report of donors, endowment market value reports, and other reports as needed
  
- **Special Projects:**
  - Administer the MaestroSoft auction event database and provide updates for Evertrue/Giving Tree software. Provide Raiser's Edge training to staff as needed

- Support special events during the planning process and the day of each event

### **Qualifications**

- College degree and minimum five (5) years of successful leadership in an educational or non-profit environment managing and administering related information systems
- Strong communication skills, both verbal and written
- Highly organized and able to prioritize tasks
- Skill in the management and administration of relational database management systems (RDBMS) as well as other information systems
- Preference for experience with alumni relations, annual giving, capital campaigns, special events & constituent relations
- Excellent attention to detail
- Ability to work in a multicultural environment with students, faculty and staff
- Proficiency with Microsoft Word and Excel

### **Physical Requirement and Work Environment**

- Work at a desk and computer screen for extended periods of time each day
- Be able to walk up and down one flight of stairs multiple times per day
- Work in a fast-paced, multi-tasking environment requiring ability to deal with a wide variety of challenges, deadlines, and people
- Occasional evening and/or weekend presence at activities and events

### **To Apply**

To make an application, please visit this website to complete and submit your materials online:

<https://www.santacatalina.org/upper-school/who-we-are/employment/staff-openings>

Submission of materials in pdf format is requested.

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