



JOB ANNOUNCEMENT

Job Title: Development Operations Associate
Department: Development
Reports to: Chief Development Officer
Employment Status: Full-Time, 30 Hours

Position Summary

Social Advocates for Youth (SAY) seeks a Development Operations Associate, with a passion for changing the landscape of youth self-sufficiency and philanthropic giving in the North Bay. The Development Assistant reports directly to the Chief Development Officer. SAY is in a transition period after an incredibly successful capital campaign and needs a Development Operations Associate who is excited about the opportunity to build the donor operation infrastructure so that the importance of the work can be shared with donor communities local and beyond.

Development Operations Associate is responsible for day-to-day management and oversight of donor database integrity, gift processing, donor services and vendor management. This includes streamlining data processes, creating custom queries, reports and dashboards, providing weekly reports, tracking appeal performance, invoicing and preparing data for mailings. The Associate will recruit, train and manage volunteers focused on gift processing. The position requires a professional with an exceptional understanding of fundraising concepts and the maximum output of a donor database. This skilled professional will possess proficiency in all aspects of Raiser's Edge and ideally, Salesforce.

Essential Functions & Job Responsibilities:

- Manage the creation and communication of performance metrics, reports and dashboards. Identify organizational trends and recommend strategies for consistent fundraising revenue streams and increased operational effectiveness. Oversee organization and maintenance of SAY's donor records database. Audit records, lists, and reports for accuracy.
- Lead, monitor and oversee donor services and gift processing transactions. Informing Development Staff and Senior Staff of gifts received and entering gifts daily. Identify opportunities for developing and improving new and/or

existing operating procedures. Implement process improvements and measure results and effectiveness.

- Enable the creation and delivery of outstanding donor experiences that foster loyalty and exceed service-level expectations of donors and other stakeholders. Provide support as needed for corporate partnership, annual and major gifts, and special events fundraising activities.
- Research existing and potential supporters as requested, and prepare reports for use by Development Associate, CDO, CEO and Board members. Use online, printed, and database resources to conduct biographical and financial research on existing and prospective donors and prepare reports for use by development team and site leadership.
- Develop a comprehensive, regular wealth screening and qualification of donors and prospects for the system at large
- Promote communications between Development and Finance, Communications, IT and HR, forging working partnerships across traditional department boundaries

Special Requirements:

- Must be able to meet and receive a criminal records clearance and other licensing regulations.
- Ability to work some evenings and weekends.

Qualifications

- Bachelor's Degree preferred.
- Three to five years of experience in fundraising; expertise in managing gift processing and acknowledgment functions.
- Advanced experience using Raiser's Edge including Queries and Exports.
- Tech-savvy and comfortable learning and mastering a series of consistently upgraded business enterprise tools
- Demonstrated initiative/self-motivation, with the ability to quickly and easily adapt to changing organizational needs.
- Proficiency using computers and electronics equipment. Working knowledge of various software, applications, and programs including but not limited to Microsoft Office Suite and Raiser's Edge
- Strong analytical skills. Demonstrated proficiency using data querying tools with large data sets.
- Working knowledge of basic business and accounting functions including project management and budgeting.
- Interest in effective fundraising strategies and techniques for growing nonprofit
- Excellent writing and oral communication skills
- Initiative, enthusiasm and willingness to pitch in at all times
- Strong team player who also works well independently
- Commitment to SAYs mission and values and ability to operate with the highest degree of integrity in representing the organization
- Ability to handle sensitive information in a confidential manner.

Physical, Environmental and Mental Requirements:

- Physical: Frequently required to perform moderately difficult manipulative tasks such as typing, writing, filing, etc. Must be able sit for extended periods, ascend/descend stairs.
- Sensory: Frequently required to read documents, written reports, and plans. Must be able to distinguish normal sounds with some background noise, as in answering the phone, interacting with residents and staff, etc. Must be able to speak clearly and understand/be understood using the English language.
- Cognitive: Frequently required to concentrate on moderate detail with frequent interruption. Must be able to attend to a task/function for 20-45 minutes at a time. Frequently required to understand and relate to specific ideas, several at a time.
- Environmental Conditions: Frequent exposure to varied office and mixed (residential/office) environments. Occasional exposure to outdoors.

.Interested and qualified applicants can send a cover letter and resume to Ashley.fehrmann@saysc.org