

**The Resource Development Operations Manager** is responsible for managing all facets of operations related to Resource Development. This includes collaboration with Finance and Marketing to develop plans and coordinate Resource Development activities. This position is also responsible for project management and providing data and reports related to Resource Development for Presbyterian Senior Living.

**Education and Experience Requirements:**

- Bachelor's degree in Business or related field required
- Three to five years of leadership experience
- Knowledge of Raiser's Edge software
- Experience with database management
- Understanding of operations within a charitable organization
- Demonstrated ability to multitask and manage complex projects
- Prior experience with program administration
- Ability to work independently or as part of a team

**Responsibilities and Expectations:**

- Provide operational support in collaboration with leadership
- Coordinate and oversee core gift management activities; this includes gift entry, gift acknowledgements, gift tracking and reporting
- Manage annual staff campaign in coordination with Marketing and Finance
- Assist in developing an annual appeals calendar and directs the design, messaging and distribution in coordination with Marketing
- Serve as organization representative for events and enters participants information into database
- Work closely with Director Special Events for event planning and coordination
- Ability to travel to alternative sites
- Coordinate event committees
- Work and collaborate with Resource Development team to create comprehensive service program that support to organization
- Assist in building donor database and maintains donor records
- Mine available data to identify new prospects
- Prepare annual report as requested
- Provide customer service and serve as primary department contact
- Process department invoices
- Maintain department files and all GiftWrap/CGA activities

Presbyterian Senior Living is a large non-profit organization comprised of a variety of locations, services and levels of care. Our organization is dedicated to our mission to provide compassionate, vibrant and supportive communities and services to promote wholeness of body, mind and spirit.

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**Questions or inquires: Patty Holby, Talent Acquisition Manager [pholby@psl.org](mailto:pholby@psl.org)**