



Position: Development Operations Manager

POSITION SUMMARY:

The Manager of Development Operations is involved with all aspects of the development database (Raisers Edge), including gift entry, donor acknowledgment letters, fundraising reports, segmentation, and prospect research. This person supports events and fundraising appeals such as Year-End Appeal and manages online development systems such as online donation forms and solicitations. The Manager conducts research, prepares, and provides profiles and reports, both in-depth and otherwise, on potential and identified annual and major gift prospects, including individuals, family foundations, and corporations.

KEY RESPONSIBILITIES:

- Analyze data to identify trends, suggesting fundraising strategies.
- Research names to identify annual and major giving prospects from the pool of donors, working with officers on segmentation and portfolio allocations.
- Manage Raiser's Edge database: Maintain Individual, Foundation and Corporate records, record gifts, track pledges, track revenue goals, create gift and donor reports, record reports, de-dup and clean the database, import and export data, train users, provide mailing lists, coordinate mail/email, and make updates and enhancements as needed to support goals and objectives.
- Manage Luminate Online system, work on email campaigns, digital marketing, and integration among systems. Generate fundraising reports for the CEO, Finance, and the Board. Track and report on revenue and projections regularly. Reconcile



revenue weekly with finance and support the closing of the month, annual audit, and fiscal budget preparation.

- Assist with data segmentation queries, on Luminate Online and Raisers Edge. Generates the first draft for fundraising appeals.
- Draft and produce all donor acknowledgment letters: Manage mailings and ensure donor-centric personalization and high quality.
- Support events and fundraising appeals such as Year End: Process credit cards and online gifts. Create and manage lists, set up effective systems, manage all gift entry, create web-based general donation forms and sponsor/ticket forms purchasing, send email blasts, track event RSVP's, and support guest check-in at events. Help implement and train users on best practices for using the Luminate platform.
- Maintain an efficient system for managing and tracking overall donor stewardship, including grants management, individual staff portfolios, and monthly sustainers.
- Works with the Development team to create standard policies and procedures for database users to follow so that data integrity is maintained.
- Other duties/projects as assigned.

PROFESSIONAL EXPERIENCE AND QUALIFICATIONS:

- Problem solver, accountable for the use of best practices.
- Strong qualitative and quantitative analytical and research skills. Advanced proficiency in conducting donor research, with experience in recognizing and



assessing wealth indicators and giving capacity as well as identifying prospects.

- Intermediate proficiency in locating relevant information in a variety of formats: including electronic, hard copy, telephone calls, conversations with staff and volunteers, then consolidating it in a well-organized report format.
- Bachelor's degree, or equivalent, specializing in business administration or a related field. At least three years' experience in prospect research, fundraising/development experience, and non-profit experience strongly preferred. Intermediate knowledge of donor types and understanding of fundraising processes and donor cycles
- Minimum 5 years' experience utilizing and managing databases in Raisers Edge and Luminate.
- Team player; able to multitask and thrive in a fast-paced environment.
- Able to work under pressure, managing many projects at the same time.

HIRING POLICY:

Diversity and inclusion are long-standing core values at The Foundation. We value differences among individuals including, but not limited to, ethnicity, age, gender, sexual orientation, gender identity, physical ability, national origin, religion, socioeconomic status, as well as beliefs and ways of thinking. We strive to create an inclusive work culture that ensures that all individuals are heard, respected, and supported to do their best work.

The New York Women's Foundation® is an equal opportunity employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran



status, sexual orientation, or any other legally protected status. Diversity and inclusion are long-standing core values at The Foundation. We value differences among individuals including, but not limited to, ethnicity, age, gender, sexual orientation, gender identity, physical ability, national origin, religion, socioeconomic status, as well as beliefs and ways of thinking. We strive to create an inclusive work culture that ensures that all individuals are heard, respected, and supported to do their best work.

COMPENSATION:

Commensurate with experience

TO APPLY:

Please send cover letter, salary requirements and resume to:

hr@nywf.org Or via mail to:

The New York Women's Foundation 39 Broadway, 23rd Floor
New York, NY 10006
Attention: Human Resources

NO TELEPHONE CALLS PLEASE.