



Job Title: Sr. Manager, Development Operations

Department: Development

The **Sr. Manager, Development Operations** is responsible for supporting the operational functions of the entire Development Team. The Sr. Manager, Development Operations will create, maintain, implement, and/or support development systems, enabling the Development Team to perform with greater efficiency and accountability. Specifically, this position will support fundraising efforts by facilitating the use of the centralized donor database and leading efforts in data integrity, ensuring timely donor acknowledgment processes, supporting research and analytical efforts, and playing a key role in revenue management.

Reports To: Sr. Director, Development

Job Level: 10

Compensation: This is a full-time position with benefits eligible on the first of the month following the start date. The salary exempt range is **\$64,480.00 - \$74,000.00**, depending on relevant education and experience.

KEY RESPONSIBILITIES

Development Operations: 55 %

- Conduct grant prospect research, grant feasibility assessments, and support with the application process for potential funding.
- Conduct wealth screenings, create database profiles for donors and prospects, and pull mailing lists as requested by Development team members.
- Coordinate Database of Record Activities in Raiser's Edge.
- Generate high-level reports, including monthly and quarterly fundraising progress updates.
- Generate reports and lists as requested in support of development team operations.
- Input, track, and update donor information in Raiser's Edge, ensuring data integrity across all Development relationships.
- Serve as the point person and team expert for SaaS and software used by the Development team, including, but not limited to, Raiser's Edge, Get Connected, Auctria, and Luminate, by supporting and troubleshooting development events and software tools.
- Support Development team meetings, committees, and volunteer communication as requested.
- Support staff in the field with Raiser's Edge functions such as creating Events Records, Merging Records, setting up dashboards, tracking gifts, setting up sponsorship benefits, and more.

Coordinate Stewardship Program: 15%

- Collaborate with the IT team on donor acknowledgment letter processes, ensuring all deadlines are met.
- Ensure all donor fulfillment of benefits is complete.
- Provide support to development team members by creating and tracking stewardship activities and maintaining any needed collateral materials.
- Refine and develop alongside the Development team, coordinate the SOSC donor recognition /giving societies, such as the Gold Medal Circle, Champions Society, and Rafer Johnson Society, and develop new strategies to increase ongoing giving.
- Support grants team with requested reports and recognition tools.



CORE VALUES

Be ATHLETE centric | Be a TEAM player | Be a CHANGE agent | Be a LEADER

Coordinate Financial Tracking: 15%

- Alert team members when notable gifts are received.
- Coordinate matching gifts program, which includes confirming individual gifts and volunteer matching gifts received through company match programs.
- Coordinate pledges, including invoicing, billing, and gift receipts.
- Develop customized reports for individual team members to ensure proper tracking of actions, opportunities, gifts, and donor stewardship.
- Oversee Raiser's Edge reporting systems and processes.
- Produce regular and ad-hoc reports for development and finance departments to ensure effective tracking and management of donations.
- Provide needed support to development team members' requests for mailing lists and mailings.
- Track gifts received, as appropriate, and code.

Leadership and Management: 10%

- Complete the Raiser's Edge Fundamentals Exam annually.
- Coordinate and support development campaign committees.
- Develop and support meaningful internship and volunteer leadership roles with excellent training, orientation, and recognition.
- Develop professional and self-leadership.
- Maintain proficiency in development software by taking appropriate coursework from Blackbaud.
- Provide support to colleagues, interns, and volunteers.

Individual Goals: 5%

- Internal Use: See employee feedback in the Comments section of Threads.
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JOB LEVEL RESPONSIBILITIES: Works with supervisor on agreed-upon goals and plans. Uses discretion and independent judgment within specific areas of expertise. May have access to executive level confidential information and/or data. A recognized expert in all areas of responsibility. Will supervise varying levels of volunteers, including leadership volunteers (GMT, GOC, etc.) and interns. May supervise hourly or salaried non-exempt employees.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent the required knowledge, skill, and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

- Bachelor's degree from an accredited college/university or related professional experience.
- 5-8 years of directly related professional experience, including supervision of employees.
- Experience in program development, donor relations, and volunteer/staff management.



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Skills and/or Abilities:

- A constant learner who is interested in being a proactive, positive member of the team.
- Ability to analyze data to detect important trends that inform strategic development.
- Ability to travel and work evenings and weekends to meet job requirements.
- Ability to work with diverse personalities and in stressful situations.
- Agility and the capability to think strategically while executing tactically within a lean and resource-constrained environment.
- Demonstrated experience with sophisticated database management and/or significant Raiser's Edge skills - leveraging RE to drive strategic and tactical planning.
- Demonstrated project management skills that enable executing complex, multi-stakeholder projects.
- Excellent oral and written communication skills and public speaking ability
- Have a valid California driver's license and meet minimum California vehicle insurance requirements.
- Must pass a background screen of criminal history and DMV record.
- Strong analytical thinking skills
- Strong background in organizational development and community outreach
- Superior organizational and project management skills with strong attention to detail
- Superior relationship-building and interpersonal skills, which enable rapport-building with internal and external stakeholders.
- The employee is occasionally required to stand, walk, lift, or carry up to 24 pounds.

WORK ENVIRONMENT: The position's primary work location is in the SOSOC Long Beach office. The noise level in the work environment is usually moderate. This job requires occasional driving.

APPLY: Please send your resume and cover letter to ljobs@sosc.org.