



PEOPLE'S EMERGENCY CENTER

Nurturing Families, Strengthening Neighborhoods, Driving Change.

Director, Development Operations & Individual Giving

Department: Development

Classification: Exempt

Reports to: Vice President, Resource and Business Development

JOB DESCRIPTION

Summary:

The Director of Development Operations & Individual Giving will support a dynamic team by managing the Salesforce database, and designing, documenting and implementing operational processes aligned to best practices in nonprofit fundraising, in support of PEC and its affiliates (PECCDC and YSI, "PEC+ Affiliates"). Additionally, the position will manage growing Annual Fund revenue, Gifts-in-Kind, and cultivating and stewarding relationships with donors under \$1,000 for PEC+ Affiliates. This is a wonderful opportunity to utilize a systems mindset, and creatively strategize donor engagement to build a giving program from the ground up. This position would be ideal for an experienced operations manager interested in transitioning to a frontline fundraiser role. This position will include an annual revenue goal.

Essential Duties and Responsibilities:

NPSP Salesforce Database Management

- Serve as primary system administrator for PEC's NPSP Salesforce database
- Execute daily configuration, support, maintenance, improvement and implementation of PEC's CRM Platform
- Handle all basic administrative functions including user account maintenance, reports, dashboards, workflows and other routine tasks
- Complete regular internal systems audit and prepare for upgrades
- Manage integrated applications
- Coordinate the evaluation, scope and completion of new development requests
- Work with Vice President, Business and Resource Development to establish processes aligned to best practices
- Serve as PEC's Salesforce subject matter expert, train and support users, and grow the Salesforce skill-set across the organization
- Work independently with members of the user community to define and document Development requirements
- Provide data entry and list management services for resource and business development operations
- Manage daily processes associated with gift entry and acknowledgement, revenue reporting and reconciliation with Finance

Annual Fund/ Portfolio Management gifts of \$1,000 and below

- Work collaboratively with VP, Business & Resource Development to determine annual development objectives, including a revenue goal
- Develop and execute a strategy to rapidly increase annual giving, providing donor-centered cultivation and stewardship opportunities, with a focus on growing new donors, and engaging LYBNTS and SYBNTS
- Work collaboratively with Communications to grow online giving
- Develop a stewardship and cultivation opportunity framework with giving levels, and use framework to create and implement targeted cultivation plans for all donors giving under \$1,000
- Seek and facilitate in-kind partnerships and support for PEC+ Affiliates.
- Other duties as assigned.

Qualifications

- Minimum one-year experience as a NPSP Salesforce Administrator

- 3-5 years of experience in non-profit fundraising
- Bachelors Degree required

Skills

- Proficient data-management abilities
- Proven ability to design and implement new processes and facilitate user adoption.
- Strong understanding of the NPSP Salesforce Platform, and the ability to build custom objects, formula fields, workflows, custom views and other basic content
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally upwards
- Creative and analytical thinker with strong problem-solving skills.
- Demonstrated ability to communicate effectively at all levels of the organization.
- Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details
- Ability to assess the impact of new Salesforce requirements on all applications, systems and processes.
- Impeccable written and oral communication skills, with a donor-centered communication style

Preferred Education and Experience:

- Bachelor's Degree with relevant experience in both for-profit and non-profit settings
- Proficiency with HTML and web design.

Additional Eligibility Qualifications:

- Ability to maintain high level of confidentiality.
- May be required to work some holidays, evenings and weekends.

Work Environment:

This job operates in an office environment, and does accommodate flexible telecommuting options. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Familiarity with the development cycle, and routine development practices

To Apply: Please send a cover letter, resume, and writing sample to resumedevlopment@pec-cares.org