

**BOYS AND GIRLS CLUBS OF DORCHESTER
JOB POSTING**

TITLE: Senior Development Operations Manager
DEPARTMENT: Development
REPORTS TO: Chief Development Officer
FLSA STATUS: Exempt
EMPLOYEE TYPE: Full-time

JOB SUMMARY/PRIMARY FUNCTION:

The Senior Development Operations Manager is responsible for overseeing strategic and accurate use of development database at Boys & Girls Clubs of Dorchester (“BGCD”) to support all donor-centric fundraising activities. This highly collaborative role will work closely with leadership volunteers, senior staff and the entire development team to help ensure all revenue generation goals are achieved. This position requires a highly organized critical thinker who values attention to details and has the ability to prioritize responsibilities in fast-paced work environment. This includes overseeing data structure, analysis, business improvements, accuracy, maintenance, clean-up, administration, and reconciliation. This position will also create systems (including Moves Management), policies and operating procedures along with dashboards and fundraising reports to guide BGCD’s capital campaign and all fundraising for general operating support.

Reports to Chief Development Officer. Works to support the President & CEO, Director of Philanthropy and Director of Development and Communications to ensure accuracy of data, timely acknowledgements and collaborates with the entire Development staff, CFO and Finance team.

KEY ROLES: (Essential Job Responsibilities)

- Working collaboratively with the Chief Development Officer, Director of Philanthropy and Director of Development and Communications, the Senior Manager develops and executes project plans, resolves issues, manages project budgets, collaborates on training needs, and communicates to project teams, vendors, and key stakeholders.
- Establishes policies and procedures to ensure data integrity.
- Reviews current database-related business processes and interfaces with Development, Marketing/Communications and Finance department users to streamline current procedures, identify improvements and ensure accuracy.
- Serves as the primary liaison to DonorPerfect for technical support and training.
- Extracts and analyzes prospect and donor information to support meeting campaign and development fundraising goals. Partners with Director of Development and Communications and Director of Philanthropy to develop and produce a suite of fundraising reports and user-friendly dashboards that monitor progress to goal and assist volunteers with prospect management and stewardship.
- Partners with BDF campaign staff and volunteers on the use of data in solicitation efforts including events planning and direct marketing.
- Prepares reports and participates in BDF campaign steering committee meetings.
- Provides excellent service in the areas of gift administration, donor relations, and development data and reporting.
- Oversees use of the development information systems, including all aspects of data maintenance, staff training, security and integrity audits, and record-keeping.
- Oversees the Development Coordinator to ensure gifts and are recorded and coded correctly and stewardship is tracked accurately and completely.

- Trains new and current staff, proactively when necessary and at their request, on the effective use of data management tools to meet business needs.
- Assists with other projects and duties as assigned.

EDUCATION AND EXPERIENCE QUALIFICATIONS:

- Bachelors' degree required.
- Minimum of seven years of experience in Development Operations with a proven track record of capital campaign experience.
- Experience with DonorPerfect strongly preferred.

SKILLS:

- Strong verbal and written communication skills with experience documenting complex business processes.
- Public speaking and presentation skills required.
- Highly motivated leader with the ability to take initiative and work as a team player.
- Strong knowledge of principles and best practices of major gift fundraising and donor stewardship with a track record of working closely with volunteers.
- Strategic planning skills and ability to set priorities, multi-task and plan work.
- Ability to interface effectively across all levels of the BGCD and BDF campaign community, including: executive management, staff, board members, donors, volunteers and friends.
- Demonstrated high standards of ethics and integrity.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility. Job frequently requires sitting, standing, walking, handling objects with hands, talking, hearing, typing and looking at a computer screen. Job occasionally requires reaching and lifting up to 10 pounds.

RELATIONSHIPS:

Internal: Work collaboratively with the Development Team and the Finance Team to manage projects and communicate project plans. Provide accurate data in presentation format as needed by President & CEO.

External: Create strong relationships with BDF campaign committee members, BGCD donors, volunteers, vendors and key stakeholders.

Resumes and Cover Letters may be submitted via email at employment@bgcdorchester.org