

Development Operations Coordinator

CLASSIFICATION: Development Coordinator I (Union)	SALARY: \$64,512.34+ (DOE/DOQ)
DEPARTMENT: External Affairs	FLSA STATUS: Exempt
REPORTS TO: VP, External Affairs	APPLICATION OPEN: Until filled

SUMMARY

The Development Operations Coordinator will work as an integral member of the External Affairs team, providing a wide range of administrative support to the Development Department. This is a full-time, benefits eligible position.

DESCRIPTION

The primary responsibility of this position is to perform the day-to-day activities associated with the planning, organization and delivery of operational and administrative support to the Development team including the overall administration and integrity of the Bet Tzedek donor CRM. The position provides cross-functional coordination within External Affairs and with our colleagues on the Finance team, particularly in overseeing gift processing and acknowledgement.

ESSENTIAL DUTIES

- Ensure the Raiser's Edge database and process operations support the overall fundraising strategies of Bet Tzedek;
- Provide support and training to the External Affairs team in the use of Raiser's Edge applications
- Perform day-to-day gift acknowledgement, data entry, and importing for gifts received (check batches, online website, stock, third-party websites, wire transfers, cy pres and fundraising events);
- Produce weekly, monthly, quarterly and other necessary reports for distribution, including revenue reports for Finance and Administration team, and producing revenue documentation for annual revenue audit;
- Generate necessary donor lists and reports as requested and provide ongoing assistance to database users;
- Develop integration protocols between Raiser's Edge, online giving platforms (such as Blackbaud Merchant Services, PayPal, MobileCause/CardPointe, Cybergrants, Benevity), and email distribution applications (such as Emma);
- Provide administrative and event support as needed;
- Obtain Raiser's Edge updates and upgrades from Blackbaud, read all accompanying documentation and train staff to use the new features properly.

QUALIFICATIONS

- A Bachelor's Degree or comparable work experience (required).
- You have 3 years of experience with donor CRM systems (required), and ideally experience with Blackbaud's Raiser's Edge (strongly preferred). And knowledge of third-party Raiser's Edge plug-in applications such as Import-Omatic is a major plus.
- Strong knowledge of fund development best practices is preferred, including experience with Moves Management theories & practices.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams). (required)

- You communicate – in writing and speaking – clearly and persuasively. You can explain just about anything to anyone, and you’re comfortable communicating face-to-face, on the phone, or in writing (required).
- You have strong analytical skills and are able to help your colleagues interpret our trove of donor data into actionable information (required).
- You’re comfortable working with diverse groups of people, and are committed to applying principles of diversity, equity, and inclusion in the performance of your job (required).
- You’re patient, level-headed and cool under pressure (required). A great sense of humor is also a plus!
- You’re a constant learner and easily adapt to changing situations (required).
- You are motivated and driven, proactive in your approach to new challenges, and willing to lend a hand to your colleagues. You take ownership of your own work and are proud of its excellence, and equally open to accepting help from colleagues and volunteers (required).
- You have a demonstrated commitment to Bet Tzedek’s mission to provide economic, social and legal justice to individuals and families who have been marginalized by structural forces (required).

HOW TO APPLY:

- Email **letter of interest**, resume, and salary requirements to bettzedek.90.534@applynow.io, subject line “DEVELOPMENT OPERATIONS COORDINATOR.” Resumes submitted without a cover letter will not be considered. **Please, no phonecalls.**

To best serve our communities Bet Tzedek Legal Services seeks a diverse staff with cultural competency reflecting our client populations. We strongly encourage candidates from traditionally underrepresented communities and historically oppressed groups to apply.