



POSITION DESCRIPTION

Part-time Development Operations Coordinator Job Description

About Us

Everybody Wins DC (EWDC) helps children thrive by building connections through reading. The idea behind our mission is simple and straightforward: by giving a child the opportunity to share a joyful reading experience with someone who cares, we can change that child's life for the better. But it isn't just the children who benefit.

When we all connect over books, everybody's lives get better – everybody wins!

About the Role

The Development Operations Coordinator (DOC) will manage and administer all fundraising technology, systems, and data entry, ensuring a high degree of reliability and accuracy across all areas. This role will live and breathe Salesforce, EWDC's CRM, and will be responsible for ensuring all development staff who interface with the system do so with the same logic and conventions to guarantee data fidelity. Under the direction and in coordination with the Development and Communications Director (DCD), the DOC will generate regular donor data and performance reports for evaluation and future action-planning.

The DOC will also be an important connection point between the Development and Communications Director and EWDC's accountant to ensure timely and excellent gift processing and acknowledgment. To further enhance the donor experience, the DOC will support the execution of EWDC's donor stewardship plan. The DOC will coordinate with the DCD and Communications and Outreach Manager to synchronize and record stakeholder outreach, ensuring all communications with donors are recorded in Salesforce. Solid systems are the bedrock of successful fundraising, and this role will be essential to seeing that EWDC not only consistently employs its data management assets, but that it is constantly looking for and acting upon opportunities to optimize its systems as well.

This part-time position is capped at 25 hours per week. It will be remote in the short-term during the pandemic but will transition to in-office once the EWDC office re-opens (projected for Fall 2021).

Qualities of Successful Candidates

The ideal candidate will have strong problem-solving and troubleshooting skills, eager to support EWDC in achieving revenue goals, executing fundraising efforts, and be the front-line contact for all Salesforce needs, updates, and edits. This person should be efficient at handling multiple priorities, working efficiently, and taking initiative. Candidate should have a solid understanding of how nonprofits operate, particularly in areas of fundraising and marketing/communications.

The Development Operations Coordinator can expect her/his/their work to include:

CRM Management:

- Salesforce CRM manager for development activities: responsible for establishing, monitoring, and training EWDC development staff on standard operating procedures (SOP) and use protocols within the system to maintain a high degree of data integrity
- Coordinate with corresponding data manager on program team to ensure strong data hygiene
- Ensures connected systems are synced and data is flowing seamlessly and regularly
- Processes and acknowledges gifts daily; weekly, monthly, and annual data reporting out of the system
- Works closely with the DCD to ensure all real-world interactions with donors and partners are faithfully recorded in the system
- Creates and manages campaigns to track and distinguish various appeals' performance
- Conducts donor data entry and monitor data for accuracy

Data Reporting and Evaluation:

- Designs, updates, and maintains donor reports to support the DCD and Executive Director (ED)'s evaluation and action-planning efforts
- In conjunction with the Accountant, supports monthly revenue reconciliations

Fundraising Support:

- Supports DCD on executing annual appeals and monthly giving program
- Conducts prospect research on individual major donors, and corporations and foundations
- Assists with events including pre-event logistics (vendor bid solicitation, communication, coordination, etc.) and on-site event support and coordination including event volunteers, staff, and vendors.

Gift Processing and Donor Stewardship:

- Ensures smooth, easy experience for online donors
- Processes all off-line donations
- Ensures that all donors receive a gift and tax acknowledgment within (48 hours to one week)
- Supports the execution of EWDC's donor stewardship plan (prompts DCD and ED when needed)

About You

To be maximally successful in this role, you need to be:

- A stickler for details and quality
- A creative thinker willing to test out new ideas
- A strong self-motivator
- An exceptional communicator
- Dedicated to data and systems and ready to utilize EWDC's systems to project manage all development work for the team
- A caretaker of sensitive information about donors, volunteers, and EWDC's community

You need to have:

- 2-3 years in nonprofit fundraising and/or fundraising systems
- A sincere commitment to EWDC's mission
- CRM experience REQUIRED; Salesforce experience strongly preferred

- Experience with CRM software integrations
- Innate interest in fundraising
- Ready and adept communicator in both casual and formal scenarios
- Natural self-starter who sees the work, does the work, and shares the work
- Confidence to defend a good idea, recognize a mediocre one, and change a bad idea

TO APPLY

Candidates should send resume and cover letter to [jobs\(at\)everybodywinsdc.org](mailto:jobs(at)everybodywinsdc.org) with “PT Development Operations Coordinator” in the subject line. Only applicants who follow this process will be vetted. No direct calls please.

Everybody Wins DC is dedicated to promoting diversity and inclusion in our content, work, and staff. We are fully focused on equality and believe deeply in diversity of race, gender, sexual orientation, religion, nationality, ethnicity, and every other attribute that makes us unique.