

DEVELOPMENT OPERATIONS MANAGER

Status: Full time, exempt

Reports to: Director of Philanthropy

Posted: tbd

Overview

Friends of the San Francisco Public Library (“Friends”) is a diverse community of individuals, families and institutions who are passionate about our public library system and the role that it plays in fostering a thriving community. Friends champions free public access to information, resources, and opportunities for all people. Our mission is to strengthen, support and advocate for a premier public library system in San Francisco.

This role is an exciting opportunity for an emerging development leader to gain broad experience in all aspects of individual and institutional development operations that support annual giving and campaigns. As San Francisco recovers from the pandemic and economic downturn, the Development Manager will play a pivotal role in Friends’ success, ensuring that the Library can provide free access to the vital resources, services and programs that will accelerate and energize an equitable recovery for all.

Summary

The Development Operations Manager serves the mission of Friends as a key member of the Advancement (i.e., development) Team responsible for all aspects of fundraising operations, including database management, back-office operations, campaign production and event support. The Development Operations Manager will supervise the Development Associate (.5 FTE) and oversee the key technology platforms that the department relies upon.

RESPONSIBILITIES

Database Management

- Manage all aspects of Raiser’s Edge and Raiser’s Edge NXT donor database, acting as overall database administrator
- Act as ambassador for Raiser’s Edge on the team, identifying new ways to leverage the platform to achieve goals and improve efficiency
- Manage accurate coding, gift entry and acknowledgement process for all gifts (outright, stock, DAF, Bequest, event ticket sales, etc.)
- Produce regular weekly, monthly, and ad hoc fundraising reports
- Build and maintain all appeals and campaigns in database with proper codes
- Act as liaison with administrator for other platforms that interface with Raiser’s Edge (e.g., MailChimp, Luminate)

Operations

- With support from Director of Philanthropy, refine or design, and document, donor processes and workflows, e.g., develop simple donor cultivation workflow
- Manage reconciliation of fundraising database with Finance
- Manage the processing of “thank you” efforts and gift acknowledgments
- Maintain pledge process, including pledge reminders; send invoices, as needed
- Maintain institutional funder calendar for grant renewals and reporting
- Manages accurate donor listings for all communications channels – online, annual report, special appeals, and invitations
- Oversee production of year-end, spring, and special appeals, coordinating with external vendors
- Support production of Friends’ signature event, Library Laureates; prepare analyses of past donors and sponsors to support forecasting and prospecting

Teamwork & Collaboration

- Actively participate and contribute fully as a member of the Advancement Team
- Participate in team quarterly and annual planning efforts
- Support the Director of Philanthropy on Board and Advancement Committee meeting preparation and management
- Partner with the Communications Team to plan and execute donor communications, in direct mail, online, social media, etc.
- Provide Director of Philanthropy, Executive Director and Special Gifts Officer with donor data and reports to support their donor relationship management
- Join the team’s ‘day-of’ events efforts

Leadership & Supervision

- Supervise and support the performance of the Development Associate
- Evaluate the performance of the Development Associate annually, providing training and professional development plans with ongoing support for skill development and accountability to job deliverables
- Follow all policies specified in the Friends’ Personnel Handbook, Volunteer Handbook, and all employment laws

REQUIREMENTS:

- Minimum of 3+ years in Development roles required
- Two years of experience, and proficiency with, Raiser’s Edge NXT required
- Experience in Blackbaud Research Point or Wealth Engine a plus.
- Exceptional administrative and organizational skills and an ability to prioritize and multi-task
- Experience with CRMs and/or donor data management required; familiarity with nonprofit donor tracking systems, best practices, and reporting
- Strong interpersonal skills and the ability to work well independently and collaboratively, including in remote environments required
- Strong written and verbal communication skills, including grammar, spelling and editing

- Must be comfortable with prioritization in a fast-paced environment with close attention to detail and accuracy
- Experience with digital fundraising strategies and social media as a means of acquiring new donors.
- Proficient in Microsoft Office suite; functional skills and understanding of Raiser's Edge NXT, and other Blackbaud products and applications, including Wealth Engine and Luminare, preferred
- Ability to fulfill physical requirements of job duties (lifting, carrying, pushing, pulling, typing, phones, etc.)

Compensation: \$60,000-\$70,000/year plus a generous benefits package including medical, dental, vision, life, PTO, paid holidays, an 403(b) retirement program.

Submit resume, cover letter, three references and salary requirement to:
employment@friendssfpl.org

We are an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to the fact or perception of their race, creed, religion, color, ancestry, national origin, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability, weight, height, or AIDS/HIV status.