



## Development Operations Manager

**Division:** Development

**Job Status:** Full-Time

**FLSA Status:** Exempt

**Reports To:** Chief Development Officer

**Work Model:** Hybrid

**Direct Reports:** None

### POSITION SUMMARY OVERVIEW

The Development Operations Manager provides management and coordination of the development procedures, processes (gift entry, generation of donor acknowledgement letters/emails), record keeping (Raiser's Edge), and data analysis (financial reconciliation, fundraising reports) that are central to the HAWC fundraising activities. The role facilitates fundraising logistics between the Development Team, CEO, Board/Committees, and external funding resources ensuring the clarity, consistency, and efficiency in executing development operations. The Development Operations Manager is a pivotal role in helping support the advancement of the organization into the future.

#### **Work Schedule:**

Monday – Friday

9 am – 6 pm

**Local Travel:** 0%

#### **Tasks**

- Oversee the management of the agency's use of Raiser's Edge, HAWC's fund development/relationship management software, in relation to its functions in gift processing, donor, opportunity, and prospect list management, portfolio management, data hygiene, donation form building, campaign configuration, and reporting.
- Manage the receiving and entering of all gifts, pledges, matching gifts, and payments from various sources into Raisers Edge.
- Serve as the organization's liaison by leading the agency's gift acknowledgment and receipt process.
- Track monthly and weekly earned and contributed revenues and reconcile with the Accounting Department.

- Analyze, develop, and facilitate naming convention standards within Raiser's Edge and amongst the Development Team. Create supporting documents to ensure workflow and processes are outlined.
- Assist in troubleshooting Raiser's Edge issues
- Lead routine data audits and maintenance of donor records: duplicate entries, salutations, contributions, relationships and households, constituent information, fundraiser actions, etc.
- In cooperation with the Director of Development, analyze, develop, and create (and maintain) staff's portfolios of donor and prospect donors within Raiser's Edge.
  - Ensure all written communication is stored in the database.
- Stay abreast of Development campaigns, events, and portfolios to appropriately code incoming gifts
- Maintain all OLX (Raiser's Edge Online Express) forms and donations.
- Deploy custom reports and run reports, queries, lists, and other aggregate data related to contributions, research, opportunities, moves management, and finance to help guide development operations practices.
- Stay informed about system upgrades, make recommendations on changes to the system, and train staff on new functionalities
- Send list of new donor email addresses to the Public Strategies team on a consistent basis
- Ensure business processes and database management adhere to Houston Area Women's Center policies on donor privacy, confidentiality, and fundraising ethics.
- Create and facilitate training to HAWC staff on Raiser's Edge functionality and capabilities.
- Other duties as assigned

**Education:** Bachelor's degree

**Experience:** 3 years demonstrated experience working directly in donor relationship management software required, preferably Blackbaud Raiser's Edge and familiarity with Accounting software, e.g., Blackbaud Financial Edge

**Language:**

**Computer Skills:** Donor database - Raiser's Edge preferred; Intermediate Microsoft Office skills: Word, Excel, Teams, and Outlook

**Certificates & Licenses:** Texas driver's license with a good driving record; reliable transportation; ability to travel to off-site locations utilizing personal transportation, if applicable

### **Physical Demands**

Ability to stand and walk around for extended periods of time is required. Employee will also need to need to squat or bend, reach outward or upward to effectively discharge job duties. Job incumbent must be able to lift/carry and/or push/pull up to 40 lbs.

### **Essential Function Statement**

The Houston Area Women's Center has reviewed this job description to ensure that essential functions are included with the tasks. To perform this job successfully, an individual must be

able to perform the essential duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Our Mission:** The Houston Area Women's Center works to end domestic and sexual violence and supports all in building safe and healthy lives through advocacy, counseling, education, shelter and support services.

The primary work location for the incumbent in this position is at the agency's education and administration building. **NOTE:** A certain number of assigned weekly hours will be virtual, with the amount varying based on current organizational operating hours and leadership direction. The primary work location for the incumbent in this position is at the agency's education and administration building and in the field.

**EOE Statement:** Houston Area Womens Center is an Equal Opportunity Employer - Qualified applicants are considered for employment without regard to age, gender, race, color, creed, religion, sex, national origin, physical or mental disability, veteran status, sexual orientation, gender expression, gender identity or any other illegal grounds

**Disclaimer:**

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, tasks or skills. Additional functions and requirements may be assigned by manager as deemed appropriate. This document does not represent a contract of employment, and the agency reserves the right to change this job description and/or assign tasks for the employee to perform, as the agency may deem appropriate. Should such duties become routine, the description may be revised at any time.

Revised: 08/03/2022

**Link to apply:** [Development Operations Manager \(paycomonline.net\)](https://paycomonline.net)