



## **Development Operations Coordinator**

### **Job Summary**

This is a full-time position responsible for: processing gifts, entering and coding gifts into the donor database (Blackbaud Altru), reconciling gift data with accounting, and generating and mailing gift acknowledgments, tribute cards, membership cards, and pledge reminders. This role requires a high degree of accuracy, discretion, and experience working with sensitive donor information.

### **Principal Duties:**

#### **Gift Entry and Processing**

- Accurately enter and code all gifts into Blackbaud Altru, including checks, stocks, wires, and credit card transactions
- Upload supporting documentation for each gift entered to ensure accuracy in financial reporting and audit preparedness
- Process all gifts ideally within 24 hours of receipt to maintain timely stewardship and up-to-date records
- Maintain strict confidentiality and handle sensitive donor and gift information with care and professionalism
- Coordinate with the accounting team to ensure gift entries are properly reconciled with financial records
- Update donor profiles as new information is received, such as changes to addresses or contact information accompanying a gift
- Understand donor-advised funds (DAFs), foundations, and relevant tax benefits to ensure accurate receipting for tax purposes

#### **Preparing, Printing, and Mailing Acknowledgment Letters and Tribute/Membership Cards**

- Generate acknowledgment letters and tribute cards using Blackbaud Altru, ensuring correct donor information, gift amount, and appropriate letter templates
- Upload all acknowledgment letters—including membership acknowledgments—into Altru to maintain a comprehensive stewardship record
- Print, fold, and stuff letters into envelopes; seal and meter for mailing using postage equipment
- Print and mail membership cards to new and renewing members in a timely and accurate manner
- Coordinate with team members across multiple fundraising areas, including memberships, the annual fund, and special events—to ensure that appropriate gift acknowledgment letters are generated and updated accordingly

- Follow special instructions for custom tribute cards and review letters for formatting and grammatical accuracy before mailing

### **Pledge Reminders**

- At month-end, generate pledge reminder lists in Excel and coordinate with the Development team to determine which donors should receive reminders
- Format reminder letters and invoices for grammar and layout, correcting spacing and syntax issues generated by Altru
- Ensure reminders are mailed promptly at the beginning of each month to support timely donor follow-up

### **Required Skills**

- 2–3 years of experience in gift processing and donor data management, preferably within a nonprofit fundraising or development setting
- Experience working with donor databases, preferably Blackbaud Altru, with a strong understanding of data entry, coding, and record maintenance
- Proficiency with Microsoft Office Suite and AdobePro
- Well organized, resourceful, detail orientated and able to multi-task
- Demonstrated ability to work both independently and collaboratively across teams involved in fundraising, events, and donor stewardship
- Familiarity with donor-advised funds (DAFs), foundations, and basic charitable tax receipting requirements is a plus

**Reports to:** Director of Development Operations

To apply, please send resume and cover letter to [jobs@hnh.org](mailto:jobs@hnh.org) with “Development Operations Coordinator” as the subject line.