



THE SENIOR SOURCE®

Title: Development Manager (Operations)
Reports to: Chief Development Officer
Status: Exempt

Overview of The Senior Source

Since 1961, The Senior Source has worked to improve the quality of life for older adults in the greater Dallas area through protection, eldercare, financial security, advocacy, volunteerism and employment services.

Our Mission

The mission of The Senior Source is to enhance the overall quality of life and empower all older adults in greater Dallas to thrive.

Our Core Values

- Responsiveness
- Compassion
- Recognizing the value of older adults
- Integrity
- Quality Service

Summary:

The Development Operations Manager will contribute to the fundraising and marketing potential of The Senior Source through accurate and effective management of Development department data—most specifically within the organization’s donor database. This position requires a thorough knowledge of and experience working with Raiser’s Edge and Microsoft Office. Experience working in Online Express is preferred.

This position requires someone who is highly organized and detail oriented, and who understands the larger context in which these details exist. This individual displays integrity, discretion and thoughtfulness in handling confidential and sensitive donor and gift information. S/he is accountable, reliable, open to new ideas and unexpected situations, and is a contributing member of the Development team.

Duties and Responsibilities:

- Responsible for timely and accurate gift entry and revenue tracking, which includes but is not limited to: credit card processing, check receipt, wire and stock transfer gifts, and matching gifts.

- Manages day-to-day procedural operations of the Development Department as they pertain to gift receipt, data entry and analysis.
- Serves as the liaison with the Finance team for: weekly and monthly gift reconciliation, financial adjustments as needed, and all other necessary financial reconciliation processes.
- Generates and shares pledge reminders and invoices pertaining to pledges and multi-year gifts.
- Maintains a strong electronic and paper filing and tracking system for gift and pledge documentation.
- Establishes sound practices to ensure gifts are acknowledged on a timely basis and may be responsible for generating and disseminating acknowledgement letters.
- Creates, updates and maintains data structure for Raiser's Edge, including but not limited to: effective set up and maintenance of database policies to ensure the accuracy of constituent and gift records.
- Generates accurate and timely queries, reports, and data exports. Is able to create custom reports in Raiser's Edge and has the capability to recommend reports based on the department's needs.
- Updates, produces and distributes daily, weekly, and monthly revenue reports to appropriate parties.
- Produces listings for donor recognition purposes in a timely, streamlined and accurate manner.
- Keeps constituent files within Raiser's Edge clean and up-to-date through internal review as well as checking the database against external registers on a quarterly basis.
- Supports colleagues by investigating problems and recommending solutions relative to any and all database functions.
- Assists fellow team members when large scale fundraising initiatives take place.
- Attends regular agency staff meetings, department meetings and applicable in-service trainings.
- Participates in agency-wide events.
- Performs other activities as requested by the Chief Development Officer or the Chief Executive Officer.

Qualifications

- Education and Experience
 - Bachelor's degree required.
 - 4+ years' experience in fundraising activities strongly preferred.

- Skills
 - Raiser's Edge, Online Express and Microsoft Office proficiency;
 - Meticulous attention to detail;
 - Accountable and reliable;
 - Performs with integrity in handling confidential and/or sensitive data;
 - Displays solid organizational and planning capabilities;
 - Good interpersonal skills both within the organization and externally;
 - Ability to multi-task in a fast-paced, deadline driven environment; and
 - Flexibility and a sense of humor.

Work Environment

Office; some evenings and weekends are required to support donor events.

The Senior Source is an Equal Opportunity Employer/Service Provider.

Interested applicants should send a resume and cover letter to srussell@theseniorsource.org

