

Development Operations Coordinator

Position Summary

The Development Operations Coordinator will support all aspects of the Development Operations team, including gift entry and acknowledgement, reporting, and donor stewardship, as well as support special events and other Development-related administrative needs. The person in this role has a basic understanding of philanthropy and fundraising, strong interpersonal skills, experience working with donors, and takes a proactive, solutions-oriented approach to operations.

This role reports to Assistant Director of Development Operations

- **Work Location:** Hybrid (regular on-site presence required at Memorial Park; remote flexibility based on role responsibilities and organizational needs)
- **Schedule:** Monday–Friday at 8:00 AM – 5:00 PM; occasional evenings and weekends required based on operational needs
- **Employment Status:** Full-Time
- **FLSA Status:** Exempt (Salaried)
- **Benefits:** Full-time employees are eligible for medical, dental, and vision coverage; paid time off; short- and long-term disability; and 401(k) retirement plan.
- **Salary:** \$55,000 - \$60,000

Key Responsibilities

- Maintain all aspects of the donor database, including gift entry, record updates, and database maintenance to ensure database integrity and performance.
- Administer data hygiene by monitoring records for completeness, accuracy, consistency, and without duplicates.
- Perform and prioritize daily gift processing in Raiser's Edge NXT while ensuring financial integrity, gift confidentiality, and accurate processing.
- Generate, proofread, mail, and upload donor acknowledgements, tax letters, and pledge reminders in a consistent, timely, and accurate manner.
- Collaborate with Development leadership to update gift acknowledgement messaging in alignment with current projects and priorities.
- Develop and maintain online donation forms and continually monitor all giving portals to ensure accuracy.
- Coordinate with the Development team to ensure accurate list management and reporting.
- Assist with the preparation and execution of mailing lists, including renewals, invitations, direct mail correspondence, and mail merges.
- Reconcile contributed revenue with the Accounting team monthly.
- Assist in providing documentation for the annual audit.
- Prepare weekly and monthly revenue reports for Development team and organizational leadership.

- Collaborate with the Development Operations team to produce fundraising analyses for quarterly and monthly recaps and distribute to staff or Board members.
- Manage incoming calls to the Development phone line and monitor the shared Development email inboxes, responding to inquiries or routing requests as appropriate.

Qualifications

- Two (2) or more years of related experience; internship or volunteer fundraising or nonprofit experience may be considered.
- Experience with donor databases (Raiser's Edge NXT is strongly preferred).
- High proficiency with Microsoft Office Suite.

Core Competencies

- Effective written, verbal, and interpersonal communication skills with the ability to build and maintain positive relationships with donors, volunteers, colleagues, and other stakeholders.
- Strong attention to detail, organizational skills, and professionalism.
- Self-motivated and adaptable with the ability to manage multiple priorities, meet deadlines, and thrive in a fast-paced environment.

Physical & Environmental Requirements

- Assist with outdoor programs and events in varying weather conditions.
- Sit or stand for extended periods while working at a computer.
- Lift and carry up to 25 pounds on an occasional basis.
- Move throughout office and park facilities as needed.
- Work safely in high-traffic public environments.

Safety Expectations

All employees share responsibility for maintaining a safe work environment. Staff must follow established safety procedures, use required personal protective equipment (PPE), exercise caution in all work activities, and immediately report hazards, unsafe conditions, or injuries to supervisors.

Disclaimer

This job description outlines the general nature and scope of work for this position. It is not an exhaustive list of all duties, responsibilities, and qualifications required. Additional tasks may be assigned as needed to support Memorial Park Conservancy's mission and operations.