

PCA Foundation

Position Title: Advancement Operations Coordinator

Reports To: Vice President - Advancement

Status: Full-time, Exempt

Location: Lawrenceville, GA

Position Summary

The Advancement Operations Coordinator carries out the day-to-day operational work of the Presbyterian Church in America Foundation (PCAF) Advancement function, ensuring that incoming inquiries and leads are received, evaluated, and routed accurately; that GiveSmart Church users receive timely and knowledgeable support; that Advancement events are well planned and well executed; and that the Advancement team's reporting, presentation materials, templates, and standard operating procedures are maintained to a consistent, professional standard.

Reporting to Advancement leadership, the Advancement Operations Coordinator serves as the operational backbone of the Advancement team, freeing the Advancement staff to concentrate on giver-facing work.

This position supports PCAF's mission to enable Christians to give more and more effectively as the Church to advance the Kingdom and manifest the presence of the Kingdom in their hearts by making the Foundation's Advancement work more responsive, more consistent, and more capable of scale. The role suits someone with a genuine interest in the administration of tax-efficient giving.

Essential Responsibilities

GiveSmart Church Support

- Serve as a primary resource for GiveSmart Church, answering questions from churches and internal staff, troubleshooting configuration and use issues, and coordinating with GiveSmart representatives when escalation is required.
- Prepare and deliver GiveSmart Church presentations, walkthroughs, and training sessions for prospective and current users, including Advancement team members, church staff, and denominational audiences as requested.
- Maintain a working library of GiveSmart Church reference materials, quick-start guides, and answers to frequently asked questions so the Advancement team can respond consistently.

Lead Management and Distribution

- Serve as the first point of review for incoming Advancement leads, evaluate each opportunity against Foundation criteria, and route leads to the appropriate member of the Advancement team with the context needed to act.
- Track lead status, follow-up commitments, and disposition in the Foundation's CRM, and surface leads that are aging or unassigned so nothing sits.

- Coordinate with Complex Gifts, Giver Services, and Accounting where a lead crosses functional lines, so the giver experiences a coherent hand-off rather than a series of disconnected replies.

Reporting and Pipeline Tracking

- Generate and maintain reports in Blackbaud (Raiser's Edge NXT and related modules) that give the Advancement team clear visibility into the gift pipeline — including upcoming projects, donor activity, and recent contributions — and refresh those reports on a cadence agreed with Advancement leadership.
- Build and maintain dashboards and pipeline views that let the Giving Strategist and other Advancement staff act on decision-ready information rather than raw data pulls.
- Reconcile Advancement pipeline records with Accounting and Giver Services data as needed so gift, prospect, and contribution figures presented to leadership are internally consistent.

Prospect and Inquiry Management

- Serve as a first point of contact for prospective givers and general Advancement inquiries, gathering the information needed to characterize the opportunity and directing the request to the appropriate team member.
- Maintain a professional, welcoming, and disciplined first-touch experience — timely acknowledgment, accurate information, and no dropped hand-offs — for every inquiry the Advancement team receives.
- Capture inquiry facts, giver interests, and context in the CRM so the receiving team member starts the conversation informed rather than from scratch.

Advancement Presentations and Materials

- Create and prepare presentation drafts, decks, one-pagers, and supporting materials for the Advancement team, working from Advancement staff input and Foundation-approved content.
- Maintain a library of current Advancement collateral — slide masters, one-pagers, event handouts, and standard talking points — and keep the library organized, versioned, and easy for Advancement staff to pull from.
- Coordinate with any internal or external design and production resources so Advancement materials carry a consistent, professional look and voice.

Event Coordination

- Support the planning and execution of Advancement events, including General Assembly, Advancement Roundtables, and other giver-facing events, from initial planning through on-site execution and post-event follow-up.
- Coordinate venue, logistics, registration, materials, and vendor arrangements so the Advancement team can concentrate on giver conversations rather than event mechanics.
- Maintain an event checklist, run-of-show, and post-event debrief record for each recurring Advancement event so the next occurrence starts from a known baseline rather than from memory.

Team Communications, Templates, and Resources

- Develop and maintain standardized responses, email templates, and reference resources for frequently asked Advancement questions and common inquiries, so the team's outbound communication is fast, accurate, and consistent.
- Update templates and reference resources as Foundation policies, product offerings, and positioning evolve, and communicate material changes to Advancement staff.
- Coordinate with Marketing, Complex Gifts, Giver Services, and senior leadership as needed to keep Advancement-facing language consistent with the Foundation's approved terminology.

Workflow and Process Development

- Identify opportunities to improve Advancement workflows and design efficient, consistent, and repeatable processes across the team, reducing manual handoffs and rework.
- Develop, document, and maintain standard operating procedures for Advancement team processes and responsibilities, in a form that is usable by current staff and by future hires.
- Assist Advancement leadership on special projects related to Advancement operations, systems, and reporting, translating operational pain points into concrete process or system changes.

New Hire Training and Onboarding

- Coordinate department-specific onboarding and training for new Advancement hires, providing a structured overview of Advancement processes, systems, tools, and reference materials.
- Serve as an initial go-to resource for new Advancement hires on how the team works, where the templates live, how leads flow, and how reporting is produced.
- Refresh onboarding materials as processes and systems change, so each new hire receives a current picture rather than an out-of-date orientation.

Personal, Spiritual, and Professional Development

- Engage in regular prayer, study of Scripture and other Christian learning mechanisms to develop personal, spiritual, and professional maturity.
- Maintain professional and technical knowledge by attending educational seminars, workshops, reviewing professional publications, and networking.

Building Christian Community Through a Gospel Focus

- Actively seek the strengthening of the Holy Spirit to show the love of Christ in day-to-day behavior, exhibiting unrelenting integrity and strong moral character.
- Demonstrate increasing faith in and love of Christ in service to others.
- Pray regularly for employees, givers, and charities involved with PCAF.
- Attend weekly Devotions and team building events.

Qualifications

Education

- A bachelor's degree in Business, Communications, Marketing, Nonprofit Management, or a related field
- Coursework or credentials in fundraising, development, nonprofit administration, or CRM administration is a plus

Experience

- A minimum of three to five years of experience in development or advancement operations, donor services, nonprofit administration, or a comparable operations role
- Experience administering or using a fundraising CRM (Blackbaud Raiser's Edge NXT preferred) for reporting, pipeline tracking, and constituent records
- Experience supporting or executing events, including logistics, materials, and on-site coordination
- Prior experience in a nonprofit, foundation, church, or charitable-giving environment is a plus

Knowledge Base

- Fundraising and development operations, including gift pipeline concepts, prospect research basics, donor stewardship, and gift processing hand-offs
- Fundraising CRM systems (Blackbaud Raiser's Edge NXT or similar) and reporting tools
- GiveSmart Church or a comparable church-giving platform is a plus
- General familiarity with donor-advised funds, designated funds, and other charitable-giving vehicles
- Microsoft Office applications, with strong PowerPoint and Excel skills

Competencies

Technical and Professional Expertise

- Solid understanding of development operations, CRM data hygiene, and reporting as they relate to a working gift pipeline
- Demonstrated ability to build and maintain reports, templates, and standard operating procedures that others actually use
- Proficient in independent task execution with minimal supervision
- Strong attention to detail; consistently delivers work with high accuracy
- Excellent organizational and time management skills; able to manage multiple leads, events, and open items simultaneously

Leadership and Initiative

- High degree of initiative and sound independent judgment
- Proven aptitude for real-time problem diagnosis and resolution, particularly around misrouted leads, event logistics, and CRM data issues
- Inspires trust through integrity, reliability, and ethical conduct
- Anticipates giver and Advancement-team needs and proactively seeks and communicates solutions

Communication and Collaboration

- Exceptional interpersonal, written, and verbal communication skills
- Ability to communicate Advancement processes, reporting, and event logistics in a clear and accessible manner to givers, church contacts, vendors, and internal teams
- Listens actively and respectfully; seeks to understand before responding
- Promotes collaboration and fosters a cooperative team environment
- Builds mature, trust-based working relationships across the organization
- Ability to coordinate work across teams without direct authority, working effectively with the Giving Strategist, Complex Gifts, Giver Services, Accounting, Marketing, and senior leadership

Professionalism and Values

- Handles confidential giver, church, and Foundation information with discretion and professionalism
- Demonstrates courtesy, tact, and ethical behavior in all interactions
- Maintains a consistently positive and solution-oriented attitude
- Adaptable; comfortable operating in situations that do not directly fit within defined processes

Personal Attributes

- A Christian, active in a local evangelical church, whose life reflects mature spiritual growth and a commitment to the church and Christian ministry
- Service-oriented with a heart of love arising from the confession of the Gospel
- Commitment to the Gospel of Jesus Christ and the Great Commission
- Highest integrity and commitment to ethical behavior; ability to pass a criminal and financial background check

How to Apply

Please email your résumé and cover letter to PCAF@pcanet.org. Include “Advancement Operations Coordinator” in the subject line.