



Philanthropy Operations Director

Beverly Hills, CA · Full-Time · On-Site

Reports to: Senior Director, Philanthropy

With a reporting relationship to Senior Director, Programs

About the Organization

Tower Cancer Research Foundation (TCRF) is a 501(c)(3) nonprofit organization founded in 1996 in Beverly Hills, California. Through strategic local and national investments, TCRF advances groundbreaking cancer research and provides profound support to people affected by cancer, creating outsized impact in Southern California and across the country. TCRF has invested more than \$12 million in cancer research, \$3.5 million in its flagship survivorship program, Magnolia House, and \$3.3 million in community partner grants. Through Magnolia House, TCRF also provides free integrative wellness and mental health programs for cancer patients, survivors, and caregivers in a hybrid environment.

Position Summary

The Philanthropy Operations Director is responsible for managing the fundraising systems, platforms, data, and operational processes that support Tower Cancer Research Foundation's constituent engagement activities. This position ensures the accuracy, integrity, and strategic use of donor and program participant information; supports timely gift processing and financial reconciliation; and develops reports and insights that strengthen fundraising performance, donor retention, stewardship, and program participation. The Philanthropy Operations Director will serve as a hands-on resource across Philanthropy and Marketing, Administration, Finance, and Programs, helping the Foundation use technology, including its CRM database Raiser's Edge NXT, One Cause, Omatic, Alabase, Letter Box, Constant Contact, automation tools, and responsible applications of artificial intelligence, to work more efficiently and deepen relationships.

Key Responsibilities

Fundraising Operations & CRM Management

- Manage and continuously improve the Foundation's constituent relationship management systems, currently Blackbaud Raiser's Edge and Alabase, or a comparable nonprofit CRM platform.

- Maintain accurate, complete, and consistent donor, prospect, volunteer, event, and organizational records through established data-entry, coding, deduplication, and data-hygiene practices.
- Process donations, pledges, matching gifts, stock transfers, event revenue, memberships, and other charitable contributions accurately and in a timely manner.
- Generate tax-compliant and donor-centric acknowledgement letters, receipts, pledge reminders, stewardship reports, and other donor correspondence.
- Maintain gift, campaign, fund, appeal, source, and constituent coding structures that support reliable reporting and effective fundraising analysis.
- Support donor portfolio management and moves management by providing training and support with contact reports, actions, relationship information, prospect stages, and next steps.
- Run imports, exports, list pulls, data updates, and manage system integrations while preserving data integrity and minimizing duplication.
- Manages ongoing maintenance and audits of the CRM database, online platforms, and other systems and tools supporting the organization's fundraising efforts.
- Maintain guideline documentation for data management and overall use of the CRM database and operational workflows and processes.
- Lead on screening and data mining efforts implementing ongoing processes.
- Stay curious and connected to industry best practices and innovation, including the rise of artificial intelligence (AI) tools and techniques, and participate in industry communities and user groups.
- Trains and supports staff in using the fundraising CRM database and other platforms.

Data Analysis, Reporting & Fundraising Insights

- Build and maintain dashboards, queries, reports, and performance indicators that track fundraising progress, donor engagement, campaign results, retention, acquisition, and pipeline activity.
- Analyze historical giving and engagement data to identify trends, opportunities, risks, and prospective donor segments.
- Prepare clear, accurate, and actionable reports for staff leadership, the Board of Directors, committees, and other stakeholders.
- Partner with leadership to segment audiences for appeals, stewardship, events, memberships, and other targeted outreach.
- Support fundraising forecasting and revenue planning by providing reliable pipeline, pledge, campaign, and donor-level information.
- Monitor data quality and establish routine audits to identify missing, inconsistent, outdated, or potentially inaccurate information.
- Support Director of Programs in data collection, management, and reporting

Digital Engagement & Communications Systems

- Create and send digital communications using Constant Contact or a comparable email marketing platform, including list management, segmentation, campaign setup, testing, deployment, and performance reporting.
- Maintain alignment between email marketing lists and the CRM, including subscription

preferences, opt-outs, duplicate records, and constituent communication history.

- Support digital fundraising, event registration, online giving, website forms, surveys, and other constituent-facing tools that collect or exchange data.
- Collaborate with Philanthropy and Marketing staff to create accurate distribution lists and evaluate email engagement, conversion, and campaign performance.
- Ensure digital communications and data practices are consistent with organizational policies, donor preferences, privacy requirements, and applicable regulations.

Technology & Process Improvement

- Use Microsoft 365 applications, including Excel, Outlook, Teams, SharePoint, Forms, Power Automate, and Power BI, as appropriate, to improve collaboration, reporting, document management, and workflow efficiency.
- Develop and maintain practical templates, trackers, forms, automated workflows, and shared resources that reduce manual work and improve consistency.
- Partner with staff and external technology vendors to troubleshoot systems, coordinate upgrades, test integrations, and resolve data or user issues.
- Evaluate emerging tools and recommend technology solutions that strengthen fundraising operations, constituent engagement, and organization-wide efficiency.
- Assist with user access, permissions, records organization, and basic system administration within assigned platforms.

Artificial Intelligence & Responsible Innovation

- Use approved artificial intelligence tools to support data analysis, research, reporting, drafting, workflow development, and other appropriate business functions.
- Apply sound judgment when using AI-generated content or analysis, including reviewing outputs for accuracy, bias, confidentiality, and alignment with the Foundation's voice and standards.
- Protect donor, patient, employee, financial, and other confidential information by following organizational policies regarding the information that may be entered into AI or other third-party systems.
- Help identify responsible, practical uses of AI and automation that save staff time, improve data quality, and enhance decision-making without replacing necessary human review.

Financial Reconciliation, Compliance & Cross-Functional Support

- Partner with Finance and Administration to reconcile gifts and other contributed revenue, confirm accurate fund and campaign coding, and resolve discrepancies.
- Prepare documentation and reports supporting monthly close, annual audit, donor restrictions, grant reporting, and other financial or compliance requirements.
- Maintain appropriate confidentiality and security of donor, prospect, payment, patient, and organizational information.
- Provide operational and administrative support for fundraising campaigns, special events, membership activities, donor stewardship, and other Foundation initiatives.

- Collaborate across departments and contribute flexibly to organizational priorities in a fast-paced, lean environment.

The Ideal Candidate

- Bachelor's degree in nonprofit management, business administration, data analytics, information systems, communications, or a related field, or equivalent professional experience.
- 3+ years of experience in nonprofit development operations, database administration, fundraising services, data management, or a related role.
- Hands-on experience with a nonprofit CRM or constituent database; experience with Blackbaud Raiser's Edge and Alabase or a comparable system is strongly preferred.
- Proficiency with Microsoft 365, particularly Excel, Outlook, Teams, SharePoint, and Forms; experience with Power Automate or Power BI is a plus.
- Experience with Constant Contact or another email marketing and audience-management platform.
- Demonstrated ability to extract, organize, analyze, and present complex data in a clear and actionable format.
- Knowledge of gift-processing practices, charitable contribution acknowledgements, donor restrictions, and basic nonprofit accounting principles.
- Experience using AI-enabled tools and automation thoughtfully and responsibly in a professional environment.
- Strong attention to detail, sound judgment, and a commitment to data accuracy, privacy, and confidentiality.
- Excellent organizational and project-management skills, with the ability to manage multiple priorities and deadlines.
- Clear written and verbal communication skills and the ability to collaborate effectively with colleagues, vendors, donors, volunteers, and organizational leadership.
- A proactive, solutions-oriented approach and demonstrated ability to learn new systems, document processes, and improve workflows.
- Experience working within a health-focused, research-oriented, fundraising, or membership-based nonprofit organization is a plus.

Compensation & Benefits

- Competitive annual salary commensurate with experience; anticipated salary range is \$80,000 to \$90,000.
- Comprehensive benefits package including medical, dental, and vision insurance in accordance with Foundation policies.
- Generous paid time off, holidays, and flexible scheduling in accordance with Foundation policies.

- Professional development opportunities.
- The opportunity to strengthen the infrastructure behind a mission-driven organization advancing cancer research and supporting people affected by cancer.

Working Environment & Physical Requirements

This position works in a general business office environment and requires regular use of a computer and standard office equipment. Periodic evening or weekend hours may be required in support of Foundation events and activities. The position requires intermittent sitting, standing, and walking and occasional lifting of materials weighing up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

How to Apply

Interested candidates should submit a resume and cover letter to careers@towercancer.org with the subject line "Philanthropy Operations Director." Applications will be reviewed on a rolling basis.

Tower Cancer Research Foundation is an Equal Opportunity Employer.

We celebrate diversity and are committed to creating an inclusive environment for all team members.

towercancer.org