BOYS & GIRLS CLUBS
OF DORCHESTER

TITLE: Development Operations and Events Coordinator
DEPARTMENT: Development
REPORTS TO: Senior Director of Development
FLSA Class: Non- Exempt

JOB SUMMARY/PRIMARY FUNCTION:

The Development Operations Coordinator plays a vital, integrative role in facilitating the smooth operation of a data driven, donor-centered development office. The Coordinator manages the development office database, supports special events, and ensures a positive donor experience through timely and accurate correspondence. This highly collaborative role will work closely with the entire team to ensure all development office needs are met to help exceed Club fundraising goals. Must be a strong tactical thinker with attention to detail, the ability to multitask, and a high level of organization and excellent communication skills, both written and verbal. This position will maintain the Club's database to record all gifts and donor information, produce segmented lists for mailings and reports, support analytical activities, conduct prospect research, and track Moves Management.

KEY ROLES: (Essential Job Responsibilities)

Database and Finance:

- Manage donor database with an aptitude for data analysis. Responsible for all data entry, including donations (monetary and in-kind), matching gifts, pledges, pledge payments, solicitor/source information, proposal tracking, and other relational information.
- Responsible for the accurate and timely entry of donor and gift information into the CRM (Raiser's Edge NXT or other) in consultation with the Finance team and Sr. Director of Development, including gifts from 3rd party platforms (Trellis, JustGiving, GivenGain, Donor Drive, Benevity, Fidelity Charitable, Uncommon Giving, Cybergrants, etc.) when relevant
- Assist with entering grant opportunities (letters of inquiry, applications, reports, etc) in Raiser's Edge NXT and connecting funded opportunities to pledges and pledge payments.
- Create online giving and even registration forms that support successful fundraising and donor engagement, including but not limited to general donation forms, annual campaigns, capital campaigns, Grand Drawing, NEWLA, Jingle and Mingle and others when called upon.
- Maintain systems that accurately document in-kind and programmatic donations throughout the year, thanking and acknowledging donors as directed by program staff
- Participate in responsible data hygiene through careful data entry and close partnership with the Director or IT & Business Intelligence
- Create lists, queries, reports, and other materials to meet the needs of the development department, senior leadership, board committees, and the finance department.
- Reconcile reporting of individual and corporate donations and special events in a timely manner

Donor Stewardship and Engagement

- Create and send donation receipts and acknowledgements that accurately reflect donor contributions and interests, in print and digitally, including for events.
- Maintain and operate systems to produce timely gift acknowledgments and track stewardship moves that result in more effective demonstrations of impact and gratitude.
- Collaborate with the Development team to implement and maintain annual donor-centric, data driven fundraising strategies and tactics designed to meet/exceed all revenue generation goals.
- Responsible for list management for direct mail and all outreach strategies (merges, labels)

Event Support

- Assist the Senior Director of Marketing and Communications on event operations that contribute to meeting and exceeding event fundraising goals and deliver a positive donor experiences.
- Oversee on-site revenue procedures at events including silent and live auctions, raffles, fund a cause and all on site revenue streams. In collaboration with the Volunteer Engagement & Development Manager, identify, train, and on-site manage the staff or volunteers responsible for registration, check-in, and check-out at marquee events.
- Assist with solicitation, acquisition, and documentation of donated auction items, gifts, and prizes. Create item descriptions and certificates where needed for events. Thank and steward gift-in-kind donors.
- Maintain accurate lists of sponsors, ticket purchasers, attendees and other participants ensuring accurate contact information for pre- and post-event communications to donors and attendees, ultimately supporting long term engagement of participants.
- Manage logistics related to guest registration, revenue and event sales, name tags, table assignments, and status reporting using donor and event software. (Raiser's Edge, Trellis, or like, in partnership with Director of IT & Business Intelligence)
- Enter all relevant sponsorships and donations into the database and follow up on receivables.
- Effectively correspond with sponsors, guests, and event committees for each event as it relates to donations, benefits, gifts-in-kind, and payment details.
- Be responsible for the transportation of event materials to and from event venues, including organizing, storing, and disposing of materials after each event.
- Assist with the creation of Board and Committee packets, and board and event related mailings as requested by the Sr. Director of Marketing and Communications.

Prospect Research

- Use basic internet search tools and suite of Raiser’s Edge NXT affiliated products to enhance and supplement constituent data
- Assist in basic research related to upcoming grant funding opportunities and BGCD eligibility; relay opportunities to appropriate team members as they are idenfitied

Other Duties:

- Participate in professional development opportunities that promote a culture of gratitude and enhance the performance of fundraising systems and events.
- Adheres to, promotes and represents the Club's Mission, Core Values and Code of Ethics.
- Other duties as assigned.

SKILLS/REQUIREMENTS:

- Bachelor's degree with 1-3 years' experience in Development Office support
- Special Event experience
- Database management skills required: Ability to manipulate data, design queries and pull reports.
- Ability to write effective and persuasive copy for donor correspondence, sponsor proposals, and other materials.
- Proficiency with Microsoft Office applications with a primary focus on Excel.
- Excellent interpersonal skills and team orientation critical to work independently and collaboratively. Professional discretion required to handle confidential donor information.
- Systematic thinker who can work on multiple projects simultaneously within limited timeframes. Requires excellent organizational skills, efficient time management, and careful attention to detail.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.
Occasional – Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; interruptions are common; involves occasional exposure to demands and pressures from persons other than immediate supervisor.
Job frequently requires sitting, standing, walking, handling objects with hands, talking, hearing, typing and looking at a computer screen. Job occasionally requires reaching and lifting up to 10 pounds.