

**Title:** Director of Development Operations

**Location**: Roxbury

**Reports to:** Chief Development & Marketing Officer

**FLSA Class:** Full-time, Exempt

**Date Written: December 15, 2015**

**Organization Description:**

Horizons for Homeless Children (Horizons) is a local non-profit dedicated to improving the lives of young homeless children in Massachusetts and helping their families succeed by providing high-quality early education, opportunities for play, and comprehensive family support services. To support our mission, we also advocate on behalf of young children, train educators and human services providers, and conduct research on the impact of early education on homeless children.

**Summary of Position:**

We are seeking a Director of Development Operations. The successful candidate will be curious, driven, organized and a firm believer in the importance of quality data and systems management. The Director of Development Operations will report to the Chief Development & Marketing Officer and will work closely with him/her and the Managing Directors of Development to support all in-house development department functions including, but not limited to: acknowledgments; database management; coordinating appeal mailings and other related mailings; donor research and special events support. The Director of Development Operations will also be responsible for developing, implementing, and maintaining systems that ensure the successful and effective implementation of the department’s annual development plan. Preference will be given to candidates with knowledge of Horizons’ work, and a belief in our mission.

**Responsibilities:**

* + - * Database Management
* Oversee work of Database Manager, ensuring all data entry and reporting is accurate and timely and acknowledgement letters are promptly issued
* Create, update, and maintain policies and procedures for all development database systems
* Ensure that all policies and procedures are being followed
* Work with Development team to ensure accurate and timely entry of all data
* Train Development, temporary, and other staff members on the use of Raiser’s Edge
* Create, maintain, and improve data transfer systems between Raiser’s Edge, online fundraising and email platforms, and the volunteer department database (Quickbase)
* Work with Managing Directors of Development to develop systems to track donor ratings, capacity, and background information
* Coordinate data sharing with other departments
  + - * Reporting and System Management
* Oversee all reporting systems and processes
* Produce regular and ad-hoc reports for development and finance departments to ensure effective tracking and management of donations
* Create customized reports for individual team members to ensure proper tracking and follow up of donors
* Create and pull mailing and email lists
* Pull lists and properly code constituents for direct mail
* Oversee online donation processes
* Manage credit card merchant processors and PCI compliance requirements
* Coordinate with IT department for needed support, and to ensure proper maintenance, software updates, and back-ups are occurring

**Qualifications:**

***Education and Experience***

* Bachelor’s Degree required
* 5-8 years’ experience with the Raiser’s Edge
* Experience with online fundraising platforms
* Experience creating systems to share information between databases
* Experience with creating and customizing reports

***Knowledge, Skills, and Abilities***

* Strategic thinker with strong analytical skills
* Experience with Import-O-Matic (preferred)
* Team player with a can-do attitude and a passion for our shared work as an organization
* Embodiment of our organizational values of teamwork and optimism
* Expertise in Microsoft Office suite, especially Excel
* Demonstrated ability to effectively organize and coordinate multiple priorities
* Problem solving abilities paired with excellent judgment
* Ability to train and answer questions from non-technical users
* Attention to detail