DEVELOPMENT SERVICES MANAGER
JOB DESCRIPTION SUMMARY
REPORTS TO: SENIOR MANAGER OF ANNUAL GIVING
DECEMBER 2018

I.   BASIC PURPOSE OR FUNCTION OF THE POSITION:

This position manages and maintains the League's donor information systems and development department operations functions, including database management, reporting, gift administration and financial reconciliation, and liaises with IT on technical aspects of the databases and software. The Manager supervises two direct reports, and is responsible for the success of individual and team growth and performance to accomplish these objectives.

This position has overall responsibility for the integrity of the data within the League's primary donor database, Raiser's Edge, and partial responsibility for specific areas of related data sources such as Luminate Online and Wealth Engine. Provides oversight and develops guidelines for all gift entry, gift acknowledgements, data set up, data input, exports/imports, and reporting. Ensures all relevant League staff members are adequately trained database users.

The Manager supports the prospect information needs of gift officers and program managers, including development and maintenance of major gifts and institutional gifts prospect pipelines and assists gift officers in utilizing Raiser's Edge to manage their respective prospect portfolios; as well as gift planning.

The Manager is further responsible for ensuring that League members and donors receive excellent customer service via telephone, mail and electronic communications and through donor benefit fulfillment.

II.   ESSENTIAL DUTIES AND RESPONSIBILITIES:

Database Administration and Systems Oversight

- Ensures the design, implementation, integrity and maintenance of the League's donor databases (Raiser's Edge, Luminate Online, Wealth Engine, etc.) are highly developed and operational; maintains existing database software; collaborates with IT support and/or vendors on issues and technical problems; researches, recommends and coordinates installation of database software upgrades and backups
- Manages database projects such as RE-LO integration, periodic software upgrades to any database, data mining projects, and collaborates with outside IT support to troubleshoot technical issues.
- Maintains the integrity of records by supervising security profiles, internal permissions and changes made to existing data.
- Serves as a main contact to technology vendors for existing products and potential future vendors.
- Manages the identification and engagement of new technologies and new vendors, contract negotiation and implementation of new software and systems;

Gift Entry and Acknowledgement

- Supervises accurate gift entry and timely production of all gift acknowledgements and donor stewardship (honor/memorial donation, gift premium fulfillment, etc.); develops improvements to acknowledgement process in collaboration with staff who personalize acknowledgement to ensure the highest quality of donor stewardship with maximum efficiency
- Works closely with Finance department to manage monthly auditing of donor records for accuracy and donor restrictions, manage refunds and other adjustments.
- Supervises two Development Services team members; provide training and guidance on a regular basis; provide yearly goal setting and evaluation for both direct reports.

Member Services

- Ensures that all donor and general public interactions with the League's development services team are of the highest quality possible, prioritizing impeccable phone communications, accurate information, and a fast response time.
- Directly works with donors who make gifts through stock transfers, donor-advised funds and other methods. Ensures Development Department staff receive notice of these gifts in a timely manner.

Data Management and Development Services

- Creates advanced data management systems using all available functionality for categorizing and differentiating records/data to enable sophisticated analysis, evaluation, solicitation approaches, invitations and overall inclusion in League activities.
- Oversees and develops documentation of database protocols and coding procedures.
- Strategizes with key managers/directors to code and identify donor groups appropriate for mailings, designs and runs exports to create data files for transmission to the League's direct mail vendors.
- Collaborate with all fundraising members to ensure alignment between list selection, content of solicitation materials, following donor intent, tracking, goals, and feedback.
- Works in conjunction with the Chief Communications Officer and the Senior Manager of Marketing Communications to provide appropriate and accurate mailing lists and email lists for League publications/outreach.
- Works in conjunction with fundraisers to utilize Word, Excel, and potentially other software to design and produce specialized reports, office forms, personalized acknowledgement letters, and report templates as needed.
- Manages and/or supports all reporting and analysis of daily, monthly, and yearly reports for accounting and development departments from all databases.
- Oversees and provides Raiser's Edge training to all staff, interns, volunteers and temporary staff, as necessary.

III. **QUALIFICATIONS:**

- Bachelor's Degree or equivalent experience
- Demonstrated advanced level of expertise in database management and administration, preferably using Raiser's Edge; advanced query, report and data management ability.
- Demonstrated proficiency in prospect research and data analysis preferred.
- Familiarity with online databases and resources relevant to position
- Knowledge of management procedures and methods related to identifying and rating donor prospects.
- Demonstrated ability to retrieve, analyze, and synthesize information gathered from varied sources.
- High proficiency with MS Office, Outlook, Word, and Excel required.

- Excellent research, writing, and editing skills.
- Strong organizational and analytical skills.
- Strong verbal communication and interpersonal skills.
- Proven experience with the delivery of excellent customer service.
- Minimum of two years' experience managing employee performance and professional development.
- Demonstrated ability to multi-task and work successfully in a fast-paced environment with a high degree of attention to detail and minimum supervision.
- Ability to establish and monitor priorities, remain flexible, meet deadlines, and have fun.
- Self-directed with the ability to work both independently and as part of a team.
- Committed to the mission of Save the Redwoods League.

IV.   SUPERVISORY RESPONSIBILITIES:

- Development Services Coordinator and Assistant (2)
- Vendors and consultants, as needed

V.   WORKING CONDITIONS/PHYSICAL EFFORT:

- Regularly sits at a desk or computer workstation.
- Frequently moves about the office to collaborate with colleagues.
- Occasionally lifts, carries or otherwise moves and positions objects weighing up to 30 pounds
- Some weekend and evening responsibilities.
- Occasional travel, predominantly within California.
- Valid driver's license and safe driving record.
- Occasionally required to hike through forestland while working off-site including walking on uneven ground, climbing over obstacles, and accessing remote locations.

VI.   TO APPLY:

Email your resume, a cover letter addressing why you are a great fit for this role, and your salary expectations to: **jobs@SaveTheRedwoods.org with the subject heading "Development Services Manager"**.

NO CALLS PLEASE . . . we are busy protecting redwoods. THANK YOU!

Save the Redwoods League is an Equal Opportunity Employer