

POSITION ANNOUNCEMENT: DEVELOPMENT OPERATIONS MANAGER

Job Title: Development Operations Manager
Reports to: Director of Individual Giving
Team: Development
Status: 100% time, exempt

Organization Background

From 1980 when we made our first two grants of \$500 each to 2016, when our total annual grantmaking exceeded \$3.5 million, Horizons Foundation has fueled and helped to shape the history of the LGBTQ community in the Bay Area and beyond. Over 37 years, we have provided early and consistent support to the most marginalized and underserved sectors of our community including LGBTQ communities of color and youth, as well as the elderly, transgender people, and women. All the while, the Foundation has remained true to its core commitment: to be a community philanthropic institution that is of, by, and for the LGBTQ community, both today and tomorrow, and for future generations.

This is a pivotal moment for Horizons Foundation. We have expanded our annual grantmaking significantly and become the home to the national GiveOUT Day, and have grown our Donor-Advised Funds program to more than 115 funds totaling more than \$13 million in assets under management. On top of that, we recently exceeded our most ambitious goal ever by raising over \$3.7 million for our Now and Forever Campaign. This success enables us to make key strategic investments in infrastructure and staffing to help ensure that by 2020 we will reach another goal – to secure at least \$100 million in future legacy commitments that will safeguard the strength and health of the LGBTQ community for every future generation.

Position Summary

Now the challenging and truly exciting work really begins – as we build the team that will help us make this audacious vision for our community’s future come true, while continuing to maintain and expand annual, event, and major donor giving to support our current programs and grantmaking. Effective donor stewardship and data management is crucial to this work. We love our donors and pride ourselves on the high level of service they experience. So, we are looking for an excellent, detail-oriented data and operations enthusiast to join our team.

Key Areas of Focus

1. Manage all data for development programs

The Development Operations Manager (DOM) will be responsible for ensuring the integrity of all data related to Horizons Foundation’s donors and revenue. This includes accurate and timely entering and acknowledgment of all donations that come to the foundation from a variety of different sources. The DOM’s attention to detail and support for systems that manage and share data effectively across all Horizons programs is essential to our goal of seamless customer service and effective decision making informed by strong data analysis. The DOM records and maintains in Salesforce the relevant data, campaign tracking, and gift acknowledgements for all our development programs including:

- Recording and providing prompt, accurate, and tailored acknowledgement letters for all individual donor gifts;
- Tracking event revenue including sponsorships, tickets, silent auction donations, and bids;
- Prospect and data management for our planned giving program, including recording and tracking new legacy gift notifications, agreements, and legacy circle memberships;
- Maintaining data relating to our QSeries, Philanthropic Advisors Circle Series, and Directory of Professional Advisors; and
- Maintaining complete and accurate files related to donors and other development-related areas.

2. Proactively work to ensure data integrity, seamless reporting, and robust record building

By using regular everyday data entry as an opportunity to update donor records and information, correct duplications, and input new comments and observations, the DOM will help us ensure clean, valid, and valuable data that can help us all achieve our development and program goals. At the same time, the DOM will bring an eye to systems improvements, coordinating with our Data Manager to ensure seamless integration of data and information across all programs. They will work together to customize data pulls to generate accurate reports, track results, and trends in data, and find new and effective ways to present those results internally and externally. Examples include:

- Tracking and reporting on all direct mail campaigns, and providing data reports, mailing and email lists, donor lists for foundation communications, committees, event invitations, and internal use;
- Tracking and reporting board progress towards goals established in board members' annual Individual Fundraising Plans and other fundraising campaigns; and
- Coordinating stewardship programs including premiums, special mailings, and customized touches for highest level donors and support cultivation events and touches.

3. Provide primary support to the Donor-Advised Funds Program

Horizons Donor-Advised Funds program is an integral part of our mission which provides critical operating revenue to the foundation annually, and helps fund vital services across a broad spectrum of organizations serving the LGBTQ and non-LGBTQ communities locally, nationally, and internationally. This program makes some 750 grants in excess of \$2 million annually, holds assets of \$13 million, and is growing at an impressive rate. The DOM has significant responsibility for this program, including:

- Providing exceptional customer service to all current and prospective fund advisors, and responding in a timely way to all requests for information;
- Processing grant recommendations quickly and accurately and providing donors and grantee organizations with accurate information about grants; and
- Reporting on the DAF program as requested, including coordinating and mailing quarterly statements.

4. Support a range of administration and special project needs for the development program

The DOM plays a key role in helping the development program run smoothly. Exceptional attention to detail, the ability to manage and prioritize among multiple projects. Examples of support the DOM will provide includes:

- Managing our foundation grants calendar and tracking submissions and deadlines, and researching new foundation prospects; and
- Supporting general administrative needs for the development program and senior development staff and coordination for special projects as needed.

Our ideal candidate will be:

- **Passionate** about Horizons Foundation's mission with a strong commitment to social justice and LGBT equality;
- **A data master** with strong technology and analytic skills and a high degree of proficiency in use and enhancement of CRM databases - Salesforce skills highly preferred; other software we use includes Greater Giving, MailChimp and WordPress;
- **A great administrator** with a minimum of three years of work history in an administrative role and a high degree of proficiency in the Microsoft Office suite of programs;
- **An effective communicator** with strong written and verbal communication skills;
- **A stickler for details and customer service** with superb attention to detail, commitment to highest quality outcomes, and determination to provide our donors with responsive and accurate service;
- **A team player** with solid teamwork skills and the ability to work well with many types of people; and
- **Resourceful and innovative** with a can-do attitude, a sense of humor, and the ability to work successfully and independently in a fast-paced nonprofit environment.

The above statements are intended to describe the general nature of work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

Physical requirements

The physical demands of this position are light with the expectation that the staff person can exert up to 20lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects. Light work usually requires walking or standing to a significant degree. The position requires frequent computer use at a workstation. Horizons Foundation will make reasonable accommodations in compliance with ADA of 1990. This job description and its physical requirements will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

Compensation and hours

This is a full time salaried position. Your schedule may vary based on need and could extend at times into the early evening, with some occasional weekend hours. Exact salary will be determined upon hiring, depending on experience, with the midpoint of the salary range being \$55k, and with a generous benefits package that includes full health coverage, vision and dental coverage, vacation, sick leave, a 403(b) plan retirement plan and the pride of working at a critical community institution.

Equal Opportunity

Horizons Foundation is an equal opportunity employer that supports and lives diversity in our staffing and values. We comply with applicable federal, state, and local laws governing nondiscrimination in employment, and encourages and seeks qualified candidates of all backgrounds.

Application process

Applications will be accepted through July 10, 2017 or until the ideal candidate is identified. **Early submissions are encouraged** and will be reviewed as they are submitted. No phone calls, please.

To apply, please submit your resume and a cover letter outlining your interest, qualifications, and how you learned of the position to Nora Alcala, Administrative Manager at the following email address:

nalcala@horizonsfoundation.org.