



Director of Development Administration

- Relationships:** Reports to the Chief Development Officer
Member of Development and Marketing/Communications Leadership Team
- Supervises:** Database Coordinator and Foundation Grant Manager
- Location:** This position can be located in either the Norristown or Pittsburgh offices

Summary

Special Olympics Pennsylvania (SOPA) seeks a Director of Development Administration who will create a culture of excellent support and customer service to the organization's donors and development and marketing/communications staff by defining, leading Development department policies and procedures related to Raiser's Edge gift management and online donation protocols while integrating database tools with the department's donor relations activities.

Key Responsibilities

- With input from Development & Marketing/Communications leadership team, creates, leads an annual operating plan for Development Administration, including core strategies, functional goals and objectives, resource requirements, and measurable outcomes.
 - Manages the execution of this plan across all departments, monitoring progress responding to challenges and opportunities in achieving plan goals.
- Serves as the organization's development database administrator for both Raiser's Edge/NXT and Classy, ensuring efficient and effective operations and establishing both standard and best-practices in
 - system architecture,
 - data entry/gift processing/recording,
 - account reporting, compliance,
 - donor acknowledgement,
 - integration with donor relations initiatives, and
 - overall system effectiveness.
- Works closely with Development & Marketing/Communications leadership team to formulate, implement, and supervise collective strategies, policies, and procedures to support the fundraising operation and ensure continued support through effective gift recording, prospect development and stewardship.
- Develops a plan for prospect management, donor stewardship standards and practices. Oversees the implementation and effectiveness of core stewardship activity, including gift processing and acknowledgement, stewardship reporting, donor recognition, and integration with donor relations initiatives.
 - Designs and delivers training for staff on Raiser's Edge NXT and Classy for seamless integration into all fundraising activities.
- Brings information systems and tools to a "campaign ready" state in terms of data quality, business processes, reporting and analysis, and use of information in decision-making.

- Leads and develops dashboards to monitor meaningful KPIs for overall development department performance and all fundraising positions. Streamlines the creation of reports on an ongoing and as-needed basis.
- Leads the ongoing management and coordination of development department operational priorities, including coordination of event calendar, outreach and solicitation campaigns, process improvement projects, etc., as related to database management and donor relations.
- Serves as a key member of the Development & Marketing/Communications leadership team to assess operational and strategic needs, focused on areas related to the efficient and effective use of the database, reporting, workflow, and technology. Provides recommendations on the employment of new products and processes to assist the organization in growing its fundraising efforts.
- Works closely with Finance to ensure accurate financial reporting, including with regard to the ongoing audit of pledges, receivables and daily/monthly cash deposits as they relate to the database. Prepares year-end statements for donors and contribution-related information for annual IRS for 990.

Qualifications

- Bachelor's degree required or equivalent experience.
- Seven or more years of professional experience in a fundraising context, including at least three years of in-depth experience in development administration (database management, prospect management, donor relations and stewardship, etc.).
- Proven depth of experience and skill working with Raiser's Edge, including prospect and donor information and reporting tools. Experience developing business rules and processes related to the adoption and effective use of information systems.
- Demonstrated experience and skill with fundraising planning and goal setting, including developing annual operating plans for fundraising departments and programs.
- Management and supervisory experience with professional staff, including staff with day-to-day responsibility for data management and information processing.
- Analytical and quantitative skills appropriate for leading teams and projects related to data quality, data analysis, and information systems.
- A strong knowledge of Microsoft Office (Excel, Word and PowerPoint).
- Excellent interpersonal and communications skills. Must be able to work across organizational divisions to maximize results.
- Maturity of judgment, high level of accuracy and close attention to detail, with strong ethical sense to handle confidential and sensitive gift and donor information appropriately.
- Motivated and deadline oriented with a proven track record at delivering results within a fast-paced team-driven environment.
- The ability to work independently and creatively within established guidelines; a self-starter.
- Willingness to work nights and weekends as needed.
- Some travel may be required.

Interested applicants should email a cover letter, resume, salary history/requirements and references to careers@specialolympicspa.org.