

## **BASIC INFORMATION**

Job Title: Development Operations Manager Travel Requirements: Limited (<10%) overnight travel

via air or personal vehicle required

Status: Full Time, Exempt Supervisor: Director of Development

Place of Performance: Hybrid; Seattle, WA Direct Reports: None

## **POSITION SUMMARY**

Young people grow up in Washington surrounded by a thriving science, technology, engineering, and math (STEM)-based economy, yet they do not always receive the support they need to participate. Washington STEM is a statewide, education nonprofit leveraging STEM for social change, removing barriers to credential attainment, and creating pathways to long-term economic security for historically excluded students. Washington STEM aims to close pervasive systems gaps for students of color, low-income students, rural students, and girls, by focusing on three critical education spaces: early learning, K-12 STEM, and career pathways. We envision a state where skin color, zip code, income, and gender do not predict educational and career outcomes.

The Development Operations Manager leads development operations and partners with the Director of Development to build and implement fundraising strategies that broaden and increase Washington STEM's community of supporters. With primary oversight and management of the organizational database, the Development Operations Manager is charged with maintaining records with a high degree of accuracy, ensuring donor records are well-stewarded and kept up to date. They lead gift processing and acknowledgment and serve as the primary liaison with the Finance Team for ongoing reporting and reconciliation.

The Development Operations Manager collaborates with various Washington STEM staff to design and plan development events, help coordinate activities, and manage projects across all areas of the resource development program. This position conducts research on donors and prospects; organizes annual fund activities; assists in the production of donor communications; and supports the Resource Development team in drafting, editing, and finalizing various documents; as well as scheduling meetings.



# **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### Development Operations (40%)

- Process gifts received by Washington STEM and provide timely acknowledgement to donors.
- Serve as lead manager of DonorPerfect database; enter donor/prospect contacts, gift records, and other information; engage in regular data hygiene.
- · Maintain donor records within the organizational database as well as the department's digital files.
- Provide development-related information to Finance Team as requested (as requested for annual Form 990, audit, etc.).
- · Partner with the Director of Development to identify regular reporting cadence and content.
- Produce monthly and yearly data dashboards.
- Coordinate month-end and annual year-end reconciliation activities with Finance Team.
- Capture updates and key deadlines for grants in database and provide support in meeting deadlines.

#### Prospect Development (30%)

- Provide research and solicitation strategy support, including tracking research priorities and generating individual donor/prospect profiles for Director of Development.
- Prepare briefings as requested for meetings with donors and prospects.
- Develop communications that highlight the impact of donor giving, encourage engagement, and increase support.
- In coordination with the Communications Manager, update and maintain our organizational profile on external fundraising sites and platforms.
- In collaboration with the Director of Development and others, identify donors and prospects with additional interest and capacity.
- Coordinate cultivation and stewardship activities for donors and prospects.

#### Administration and Support (30%)

- Steward Washington STEM's recurring donor program, STEM Champions.
- · Assist with the development of all appeal campaigns including online giving initiatives.
- Assist with producing a schedule of activities and contacts for donors and prospects that may include impact reports/updates, cultivation and stewardship activities, and coordination with appropriate staff.
- Track and support Washington STEM donor outreach as appropriate.
- Draft and produce gift acknowledgements and letters; coordinate email/mail communications; and create and maintain department files, calendars, and ongoing reports.
- Actively research and monitor potential new donors and inform the Director of Development of donor
  updates.
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- · Schedule and coordinate meetings, produce meeting materials, and take minutes as requested.
- Ensure good "customer service" to internal and external constituents.
- · Other duties and special projects as identified.

## **OUALIFICATIONS AND EXPERIENCE**

Three or more years' experience working in nonprofit development required.

Experience in education-related fundraising preferred.



# KNOWLEDGE, SKILLS, AND ABILITIES

- Skilled in using Diversity, Equity, Inclusion, Justice, & Belonging practices while carrying out programmatic, partnership, and project-based work.
- Desire to work with people of diverse backgrounds, cultures, and perspectives.
- Strong alignment with our organizational mission and values.
- Demonstrated ability to craft timelines, plans, and deadlines and then deliver products and projects on time
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround
- Ability to work well within a cross-functional team environment
- Ability to manage and balance multiple tasks and priorities
- Ability to organize and set clear expectations for tasks and deliverables
- Demonstrated ability to work well with others and take initiative
- Ability to evaluate and prioritize workload to support multiple staff and meet deadlines
- Excellent attention to detail, promptness, and dependability
- Ability to be flexible and responsive to changing priorities.
- Strong interpersonal skills and a solid customer service orientation.
- Strong oral and written communications.
- Good critical thinking and creative critical thinking skills.
- · Good project management and organizational skills.
- Demonstrated proficiency using diverse technology platforms, programs, and services, including Microsoft Office, Microsoft Teams, Zoom, DonorPerfect, Constant Contact, MailChimp, and emerging Al technologies.
- Experience with databases and spreadsheets required

# PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- Able to operate a computer and other office productivity equipment; able to remain stationary at a computer for extended periods of time and move around assigned workspace.
- Ability to work in open office format. Washington STEM's office design is an open format and the noise level in the work environment is typically low to moderate.
- Occasionally move up to ten pounds and rarely move up to twenty pounds.

## BENEFITS AND COMPENSATION

- Health, dental, vision, Rx, short-term disability, long-term disability, and life insurance.
- Paid Time Off at an accrual rate of 6.462 hours per payroll, with accrual rate increasing with tenure
- 17 Paid holidays, including one week at end of each calendar year
- Matching 401(k)
- Flexible spending account
- Cell phone reimbursement
- Mileage reimbursement for work-related travel beyond normal commute
- Other compensation: discretionary bonuses



Compensation for this role is competitive. The salary range is \$69,594 - \$81,698 and salary will be commensurate with candidate experience. Anyone interested in the position is encouraged to apply early in the process.

# HOW TO APPLY

Washington STEM is a proud equal opportunity employer committed to an inclusive work environment and to building a team that reflects the rich diversity of our community. People of color, people with disabilities, and people of diverse sexual orientations, gender expressions, and identities are encouraged to apply.

To apply, please submit your resume and a cover letter to <a href="hr@washingtonstem.org">hr@washingtonstem.org</a>. Your cover letter should express your specific interest in this role and include a personal equity statement.

