



Development Operations Manager

Reporting to the VP of Development and Strategic Partnerships, the Development Operations Manager is a full-time exempt (salaried) position responsible for all development systems, and project management for annual giving, alumni and small donor administration. The position, housed within the Development/Marketing and Communications Team, assists in developing increased community engagement creating a larger more diverse fundraising and sponsorship base. The position directly coordinates with members of the Finance/Administration team. This position has no direct reports.

Responsibilities

Systems Development, Support, and Training

- Liaise with development team and other key stakeholders to understand key business needs and help develop appropriate business processes within our existing systems.
- Develop revenue forecasting infrastructure to create transparency and digestible data to support stakeholder decision-making.
- Improve data auditing and processes for pipeline management to ensure accurate data for forecasting and planning.
- Improve analytical reporting on donor and alumni data.
- Execute regular data integrity checks and ensure consistency of data.
- Fulfill reporting and analytics requests from league and national development teams.
- Maintain regional and national reports and dashboards in Etapestry.
- Scrub and maintain donor, prospect, and alumni list in MadMimi.
- Design and deliver staff/league trainings on etapestry, database expectations, policies, and procedures. Currently, there are 31 NICA Leagues.
- Process and mail pledge reminders, receipts, donor acknowledgments, and other donor communications as required; devising systems where necessary.
- Provide excellent and timely customer service to external customers who request information, including recent and past donations, and other donor records.
- Fulfill data and reporting requests, including donor lists, regular progress reports, and data from the database for analytical purposes. Provide donor history and records to development, executive staff, and board, as requested.
- Maintain accurate and up-to-date donor contact and biographical information; add gift information and donor correspondence to central files, as needed.
- Assist in gift, sponsorship, and in-kind reconciliation with the accounting department.
- Assist in donor cultivation and stewardship events.
- Maintain volunteer and peer-to-peer page on website, in collaboration with the senior design manager

Alumni and Annual Giving Support

- Oversee all logistical aspects of the end of year **Share The Ride** campaign, and any additional donor campaigns.
- Assist in determining long range/short term annual giving goals.

- Develop and project manage coordinated communication and solicitation strategy involving email, direct mail, phone/mail, personal visitation, and volunteer engagement, all focused on shaping a sustainable tradition of annual support.
- Manage mailing list, communicates with designers/printers.
- Measure and analyzes various annual campaign results.
- Provide ongoing support, recognition, and appreciation for NICA Alumni.
- Maintain alumni/volunteer information within database system.
- Design bi-annual development analysis on alumni/volunteer contribution to NICA's fundraising.

Knowledge and Skills:

- Experience working with CRM, donor databases and email marketing tools. Knowledge of G-Suite applications, Monday.com, eTapestry and Mad Mimi a plus.
- Basic accounting knowledge.
- Detail-oriented, with strong organizational, analytical, and planning skills.
- Demonstrated ability to provide excellent customer service and work effectively with people of diverse backgrounds and promote a positive working environment.
- Demonstrated ability to communicate effectively and relate well to youth, parents, coaches, cycling industry, staff, and others while maintaining appropriate confidentiality.
- Demonstrated motivational and problem solving capabilities with a high degree of integrity, ethics, and dedication to the mission of the organization.
- Requires significant work time on a computer.

Qualifications:

- Bachelor's degree required.
- Two plus years of experience in managing a complex database and sponsor/donor relations.
- Background check will need to be processed (required for work in our youth nonprofit)

To Apply:

Please send a cover letter and resume to Kelly Curry, HR Director at jobs@nationalmtb.org by November 18, 2019. Applicants who are up for consideration, will be contacted. No phone calls, please.

NICA is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.