



POSITION DESCRIPTION

Position Title: **Development Operations Manager**
Candidate: TBD
Department: Advancement
Supervisor: Director of Development, Individual Giving
FLSA: Full-Time/Salary/Exempt
Salary Range: \$80,000
Effective Date: ASAP

OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the supervision of the Director, Individual Giving, the Development Operations Manager will help improve systems and operations across the development team. This individual will have oversight of the organization's donor database and the daily work that goes into maintaining, reporting, and auditing the systems and procedures to keep an active and accurate database. This person will also supervise one (1) Development Associate and one (1) Development Data Coordinator.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

EDUCATION:

- Bachelor's degree in Non-Profit Administration, Human Services or related field

EXPERIENCE: Minimum 3 years of experience in the following:

- General office work within a development/fundraising operation.
- High proficiency in managing development database applications like Live Impact, Salesforce, or similar.
- High proficiency using Microsoft Office programs like Excel, Word, Outlook, Windows.
- Supervision, management and training of others.

GENERAL REQUIREMENT:

- Excellent interpersonal and relationship-building skills. Must be able to work effectively and collaboratively across departments and with volunteers. High level of integrity, strong work ethic, and excellent customer service skills.
- Proven ability to conduct all interactions with all constituents in a highly ethical manner demonstrating high level of integrity, transparency and compassion in all work.

- Excellent organizational, multi-tasking and prioritization skills required. Excellent ability to be highly accurate and have strong attention to detail. Ability to accommodate unexpected work or deadlines with grace.
- Strong problem-solving skills required; Ability to identify and resolve issues proactively. Must be solution-focused and structured in achieving objectives with all as well as able to positively manage, motivate, and organize self and others to complete work.
- Ability to work in a fast-paced environment and successfully maintain grace and professionalism under pressure. Ability to work independently and within teams, strong initiative.
- Ability to exercise appropriate timely judgment, discretion, and decision making at all times. Maintain confidentiality in all aspects of the work environment; ability to explain reasoning and conduct business within agency values and professionalism; Established ability to exercise all business with high integrity and ethics.
- Ability to adapt to changes swiftly and successfully and respond to delays or unexpected events in the work environment; ability to manage competing demands and prioritize tasks; ability to change approach or method as needed.
- Strong customer service mentality, respect and understanding of the Donor Bill of Rights and the organization's responsibility to donors.
- Superior verbal/written communication skills.
- Proven ability to analyze data points and present to relevant stakeholders.
- Excellent software proficiency: Live Impact, Salesforce, or similar constituent databases; Microsoft Office Suite; Asana and/or other project management tools.
- Excellent Computer Proficiency with Microsoft Office Suite including data entry and information management systems. Ability to quickly learn various computer programs and databases
- Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.
- Must be able to travel between agency sites or other locations as assigned. Valid California driver's license, dependable transportation with insurance, and a clean driving record.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. All employees will undergo formal criminal record background checks. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Work involves occasional travel. Regular and repeated use of motor coordination and hand motions for computer data entry and writing. Extended periods of sitting. Must be able to focus on single or multiple subject matters for extended periods of time. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. This position will require the usage of a mobile device or other assigned equipment, which will be provided.

ESSENTIAL FUNCTIONS OF THE JOB

Data Management

- Direct the maintenance and operation of the organization's constituent database, including managing security, keeping procedures up to date, and making recommendations to improve operational effectiveness.
- Monitor the integrity of all information in the database. Periodically audit data for consistency and accuracy. Make corrections and adjustments in consultation with the data and donor services team.
- Analyze and support portfolio and Moves Management work across the individual giving team and assist with timely reports and data clean up as necessary.
- Create donation and event registration portals and ensure the front-end user experience is seamless.
- Support execution of the transition from Live Impact to Salesforce in FY25-26

Donor Services / Gift Management

- Develop standard operating procedures for donation tracking, donor records, and reporting.
- Coordinate and produce mailings list and donor list as needed for newsletters, appeal letters, acquisition mailings, special events, annual reports, digital mailings, and special in-house projects.
- Ensure donor records are properly updated and that mailing list procedures and recommendations are documented.

- Manage the data and donor services team and own the gift entry and donor acknowledgement processes; supervise (1) Development Associate and (1) Development Data Coordinator on their execution where appropriate; ensure gifts are processed in a timely manner and acknowledgement letters are received in a timely manner.
- Develop and maintain written procedures for Agency practices, protocols and guidelines for advancement department and ensure other team members are trained to follow the guidelines.
- Respond to requests from staff about specific coding requirements of gifts and make sure Finance is aware of any changes.
- Serve as back-up data entry specialist as needed and/or during busy seasons.

Staff Supervision

- Support workload prioritization and goal management.
- Provide mentorship and encourage professional development.

Other Department, Agency, and Administrative Duties including but are not limited to:

- Conduct all work within professional boundaries without exception.
- Conduct all work with reliable attendance and punctuality following agency and department policies-work assigned schedule and show up to work on time. Follow Agency policies for PTO and calling out sick.
- Deliver excellent customer service to all agency constituents including but not limited to visitors, vendors, volunteers, staff, clients, donors
- Support, assist and attend general Advancement department and agency events, activities and functions as needed.
- Work occasional evenings, early mornings, weekends and holidays depending on programmatic needs and events.
- Support Director of Development, Individual Giving and Department Head as needed and assigned.
- Report and complete incident reports within 24 hours. Review incident report(s) with Manager immediately.
- Support other agency activities and special events where needed. Attend trainings and meetings assigned.
- Perform other duties as requested

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE HR Specialist/Recruiter
4031 Pacific Blvd. San Mateo, CA 94403
E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Development Operations Manager

 Employee Signature Date

 Supervisor Signature Date

 Vice President of Human Resources Date

